

SOP: Receiving and Logging Complaints

This SOP details the process for **receiving and logging complaints**, ensuring that all customer or client concerns are documented accurately and addressed promptly. It covers initial complaint receipt, verification of details, proper logging in the complaint management system, categorization of complaints, and guidelines for timely follow-up and resolution. The objective is to maintain clear communication, improve service quality, and uphold organizational accountability through systematic complaint handling.

1. Purpose

To provide a standardized procedure for receiving, documenting, and logging complaints to ensure timely and effective resolution.

2. Scope

This SOP applies to all employees responsible for handling customer or client complaints, across all channels (e.g., phone, email, in-person, web).

3. Responsibilities

- **All Staff:** To receive and escalate complaints appropriately.
- **Customer Service Representatives (CSRs):** To log and categorize complaints in the system.
- **Supervisors/Managers:** To review trends and oversee resolution.

4. Procedure

1. Complaint Receipt

- Accept complaints from all channels with professionalism and empathy.
- Listen actively and thank the complainant for their feedback.

2. Verification of Details

- Confirm the complainant's name, contact details, and complaint details.
- Clarify any ambiguous information.

3. Logging the Complaint

- Open the complaint management system.
- Document the following details:
 - Date and time of complaint
 - Name and contact details of complainant
 - Detailed description of the complaint
 - Source/channel of complaint (phone, email, in-person, etc.)

4. Categorization

- Assign the complaint type (e.g., service, product, staff conduct).
- Set priority based on severity and impact.

5. Acknowledgement

- Provide the complainant with an acknowledgment (verbal or written) including the timeline for follow-up.

6. Escalation and Follow-up

- Escalate high-priority or unresolved complaints to supervisors within a defined timeframe.
- Document follow-up actions and updates in the complaint log.

5. Documentation and Records

- All complaints must be logged in the complaint management system.
- Maintain complaint records for a minimum of *[specify retention period]*.
- Ensure data privacy and confidentiality in handling all complaint information.

6. Key Performance Indicators (KPIs)

- Time to first acknowledgment of complaint
- Time to resolution

- Complainant satisfaction
- Number of complaints by category

7. References

- Company Complaint Management Policy
- Data Protection Policy
- Customer Service Standards Manual

8. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP creation	[Author]