

SOP: Communication of Resolution to the Complainant

This SOP details the process for the **communication of resolution to the complainant**, ensuring timely, clear, and respectful notification of complaint outcomes. It covers steps for verifying resolution, preparing an appropriate response, maintaining confidentiality, and providing guidance on further actions if needed. The goal is to uphold transparency, build trust, and effectively address the complainant's concerns through structured and empathetic communication.

1. Purpose

To outline the standardized procedure for informing complainants about the outcome of their complaints, in a manner that is prompt, clear, confidential, and fosters trust.

2. Scope

This procedure applies to all staff responsible for complaint handling and resolution across the organization.

3. Responsibilities

- Complaint Handler/Investigator: Ensures resolution is complete and accurate information is available.
- Communications Officer/Designated Staff: Drafts and delivers the resolution communication.
- Data Protection Officer (if applicable): Ensures privacy and confidentiality are maintained.

4. Procedure

1. **Verify Resolution:**
 - Confirm that the complaint has been thoroughly investigated and resolved per organizational policy.
 - Document resolution details for reference.
2. **Prepare Communication:**
 - Use organizational templates where available.
 - Clearly outline the outcome, actions taken, and the reasons for those actions.
 - Maintain a respectful and empathetic tone throughout the message.
3. **Review for Confidentiality:**
 - Ensure personal or sensitive information of any parties is protected and only shared as necessary.
4. **Deliver the Communication:**
 - Send via the preferred or appropriate channel (e.g., email, letter, secure portal).
 - Record the date and method of communication for audit purposes.
5. **Provide Guidance on Further Action:**
 - Inform the complainant of any appeal or escalation options available.
 - Share contact information for further queries.
6. **Archive Documentation:**
 - Securely file all communication and related documentation in accordance with data retention policies.

Note: Ensure every communication is handled with empathy and professionalism, maintaining the complainant's dignity and the organization's reputation.

5. Review & Updates

This SOP should be reviewed annually or after any significant incident to ensure suitability and compliance with best practices and legal requirements.