

SOP: Complaint Handling and Quality Assurance Procedures

This SOP defines the **complaint handling and quality assurance procedures** to ensure customer feedback is addressed promptly and effectively. It includes steps for receiving, documenting, and investigating complaints, communicating resolutions to customers, implementing corrective actions, and monitoring quality standards continuously. The objective is to enhance customer satisfaction, maintain product and service quality, and foster continuous improvement within the organization.

1. Purpose

To define standardized procedures for handling customer complaints and ensuring product/service quality, thereby supporting continuous improvement and customer satisfaction.

2. Scope

This SOP applies to all employees involved in complaint handling, quality control, and customer communications within the organization.

3. Responsibilities

- **Customer Service Team:** First point of contact for complaints; initial documentation and acknowledgment.
- **Quality Assurance Team:** Investigation and root cause analysis of complaints.
- **Management:** Oversight of complaint resolution and approval of corrective actions.
- **All Staff:** Report complaints or customer feedback as per this SOP.

4. Procedure

1. **Receiving Complaints**
 - Accept complaints via email, phone, online form, or in person.
 - Acknowledge receipt to the customer within 24 hours.
2. **Documenting Complaints**
 - Log all complaints using the **Complaint Recording Form** (see Appendix A).
 - Include customer details, nature of complaint, date/time, and any supplied evidence.
3. **Investigating Complaints**
 - Quality Assurance team reviews complaint and assigns an investigator.
 - Collect all relevant information and interview involved parties, if necessary.
 - Determine root cause and develop a resolution plan.
4. **Communicating Resolution**
 - Inform customer of investigation outcome and proposed resolution within agreed timelines.
 - Seek customer confirmation of satisfactory resolution.
5. **Implementing Corrective Actions**
 - Apply corrective/preventive actions as determined in investigation.
 - Record actions taken and update relevant documentation and training if necessary.
6. **Monitoring and Quality Assurance**
 - Track complaint trends for analysis and reporting.
 - Review effectiveness of corrective actions at Quality Review Meetings.
 - Continuously monitor quality standards and update SOPs as needed.

5. Documentation and Records

- All complaint records shall be securely retained for a minimum of 3 years.
- Records include: Complaint Recording Form, investigation notes, correspondence, and action plans.

6. Continuous Improvement

- Management reviews complaint metrics quarterly for trends and areas for improvement.
- Employee training is updated periodically based on complaint and quality findings.

7. References

- Customer Service Policy
- Continuous Improvement Plan
- Quality Assurance Manual

Appendix A: Complaint Recording Form (Sample)

Field	Description
Complaint ID	Unique identifier assigned to each complaint.
Date Received	Date complaint was submitted.
Customer Name/Contact	Full name and contact details of complainant.
Nature of Complaint	Brief description of the issue.
Details/Evidence	Detailed account and any supporting documents or evidence.
Assigned To	Name of investigator/responsible staff.
Investigation Outcome	Summary of findings and conclusions.
Corrective Actions	Steps taken to resolve the complaint.
Date Closed	Date complaint was resolved and closed.