SOP: Post-service Documentation and Client Feedback Collection

This SOP details the process for **post-service documentation and client feedback collection**, including accurate and timely recording of service details, ensuring completeness of service reports, methods for soliciting client feedback, handling and analyzing feedback data, and integrating insights into service improvement strategies. The goal is to maintain high service quality, enhance client satisfaction, and support continuous improvement through systematic documentation and effective feedback management.

1. Purpose

To outline a standardized process for documenting services and collecting client feedback to improve quality and client satisfaction.

2. Scope

This SOP applies to all team members responsible for providing services to clients and those involved in quality assurance processes.

3. Responsibilities

Role	Responsibility
Service Provider	Complete service documentation, initiate client feedback collection
Quality Assurance	Review documentation and feedback, analyze and report trends
Management	Ensure implementation, monitor effectiveness, integrate improvement strategies

4. Procedure

1. **Post-Service Documentation**
   a. Immediately after service completion, the service provider must document:
      - Date and time of service
      - Detailed description of services rendered
      - Any issues encountered or outstanding concerns
      - Recommendations or next steps, if applicable
   b. All documentation should be entered in the designated system/form within 24 hours of service completion.
2. **Service Report Review**
   a. Quality assurance personnel (or supervisor) shall review completed service reports for accuracy and completeness within 48 hours.
   b. If discrepancies are found, request clarifications from the service provider before report approval.
3. **Soliciting Client Feedback**
   a. Within 24 hours of service completion, send the client a standardized feedback form via email, online survey, or phone call.
   b. Include clear instructions and estimated time for completion.
   c. Follow up with clients who have not responded within 3 days.
4. **Handling and Analyzing Feedback Data**
   a. Collect all feedback responses and store securely in a centralized system.
   b. Analyze responses weekly for trends, recurring issues, and areas of excellence.
   c. Escalate urgent or negative feedback to management within 24 hours.
5. **Integrating Insights into Service Improvement**
   a. Monthly review meetings shall be conducted to discuss feedback trends and potential improvements.
   b. Develop and implement action plans for service improvement based on feedback.
   c. Document all changes and communicate updates to the team.

5. Documentation & Records

- Service documentation forms/reports
- Client feedback forms & summary reports

- Feedback action plans and meeting minutes

6. Review & Continuous Improvement

This SOP shall be reviewed annually or as needed based on process changes or continuous improvement outcomes.

Note: Adhering to this SOP ensures the organization maintains high standards of service quality and fosters a culture of client-centric continuous improvement.