

SOP Template: Communication of Resolution to Parties Involved

This SOP details the **communication of resolution to parties involved**, outlining the process for effectively conveying outcomes, decisions, and next steps to all relevant stakeholders. It ensures clarity, consistency, and transparency in communication, promoting understanding and facilitating collaboration. The procedure covers notification methods, timing, documentation, and follow-up actions to maintain engagement and resolve any lingering concerns efficiently.

1. Purpose

To establish a standardized process for communicating resolutions to all involved parties, ensuring transparency and building trust throughout the resolution process.

2. Scope

This procedure applies to all cases in which formal resolutions, outcomes, or decisions must be communicated to individuals, teams, departments, or external stakeholders.

3. Responsibilities

Role	Responsibility
Case Owner/Manager	Drafts, reviews, and sends resolution communications; ensures all parties are included and follow-up actions are assigned.
Stakeholders	Receive, acknowledge, and act on the communicated resolution as appropriate.
Record Keeper	Maintains documentation of communications and tracks acknowledgements.

4. Procedure

- 1. Prepare the Resolution Statement**
 - Summarize the outcome, decisions made, and rationale.
 - List next steps, responsible parties, and deadlines.
- 2. Select Appropriate Notification Method**
 - Email, written letter, in-person meeting, or official platform as per organization protocol and sensitivity of the resolution.
- 3. Communicate Resolution**
 - Send resolution statement to all relevant stakeholders simultaneously, unless confidentiality requires phased communication.
 - Use clear, concise, and neutral language.
 - Include contact information for queries or appeals.
- 4. Record the Communication**
 - Save all correspondence and meeting notes in a central, secure repository.
 - Log dates and recipients of all communications.
- 5. Follow-up Actions**
 - Request acknowledgement of receipt, if required.
 - Schedule follow-up meetings/calls to address concerns or clarifications.
 - Monitor implementation of next steps.

5. Timing

- Communicate resolutions within **three (3) business days** of final decision approval, unless otherwise specified.
- Urgent resolutions should be communicated immediately via the fastest secure method available.

6. Documentation

- Maintain copies of all communication in accordance with organizational data retention policies.
- Track acknowledgements and follow-up actions until closure.

7. Review and Continuous Improvement

- Review this SOP annually or after significant process changes.
- Incorporate feedback from stakeholders to improve communication efficiency and clarity.

8. References

- Organization's Communication Policy
- Data Retention and Confidentiality Guidelines

9. Revision History

Version	Date	Description of Change	Author
1.0	2024-06-15	Initial draft	SOP Team