

SOP: Assignment of Responsibility for Complaint Investigation

This SOP defines the **assignment of responsibility for complaint investigation**, detailing the process for designating appropriate personnel to handle and investigate complaints efficiently. It ensures clear accountability, timely response, thorough examination, documentation, and resolution of issues to maintain organizational integrity and customer satisfaction.

1. Purpose

To establish a systematic approach for assigning responsibilities for the investigation of complaints, ensuring prompt, consistent, and effective handling.

2. Scope

This SOP applies to all customer or internal complaints received by [Organization Name] regarding its products, services, or operations.

3. Responsibilities

Role	Responsibility
Quality Assurance Manager	Oversees the entire complaint investigation process; assigns investigators.
Complaint Coordinator	Receives complaints, logs them, and forwards to the QA Manager for assignment.
Assigned Investigator	Investigates assigned complaints, documents findings, and proposes corrective actions.
Department Heads	Support investigations as needed; implement corrective actions.

4. Procedure

- Complaint Receipt:** All complaints are recorded by the Complaint Coordinator using the designated Complaint Log.
- Initial Assessment:** The Complaint Coordinator conducts an initial assessment and categorizes the complaint based on severity and nature.
- Assignment of Responsibility:**
 - The Quality Assurance Manager reviews the complaint and assigns responsibility to a qualified investigator or relevant department based on expertise and workload.
 - The assignment is documented in the Complaint Log, including the assigned person's name and assignment date.
- Investigation:**
 - The assigned investigator initiates an in-depth investigation, collects relevant data, interviews stakeholders, and documents findings.
- Resolution and Documentation:**
 - The investigator drafts an investigation report with corrective and preventive actions, if applicable, and submits it to the QA Manager for review.
 - Final resolution is communicated to the complainant and relevant stakeholders.
- Closure:** The QA Manager approves closure when all actions are completed, and documentation is filed.

5. Documentation

- Complaint Log
- Assignment Records
- Investigation Reports
- Corrective/Preventive Action Reports
- Communication Records

6. Revision History

Version	Date	Description	Approved by
1.0	[Date]	Initial Release	[Name/Title]