

SOP Template: Communication of Resolution to Parties Involved

This SOP details the process for **communication of resolution to parties involved**, ensuring timely and clear dissemination of outcomes to all relevant stakeholders. It covers notification methods, documentation of communications, confirmation of receipt and understanding, and follow-up procedures to address any further questions or concerns. The objective is to maintain transparency, foster trust, and facilitate effective resolution management within the organization.

1. Purpose

To define the steps and standards for communicating the resolution of issues, inquiries, or disputes to all relevant parties, ensuring clarity, accountability, and ongoing trust.

2. Scope

This SOP applies to all resolutions resulting from internal or external issues handled by the organization, including but not limited to complaints, incidents, change requests, or policy clarifications.

3. Responsibilities

Role	Responsibility
Resolution Owner	Prepare and deliver the resolution communication, oversee confirmations, and manage documentation.
All Staff	Ensure receipt and understanding of the resolution, seek clarification as needed.
Supervisor/Manager	Review communications for completeness and address unresolved concerns.

4. Procedure

- Preparation of Resolution Communication**
 - Summarize the issue, steps taken, and the final resolution.
 - Ensure the communication is clear, concise, and free of jargon.
 - Include any actions required from the recipient.
- Selection of Notification Method**
 - Determine the most appropriate method (e.g., email, letter, phone call, meeting) based on sensitivity and urgency.
- Dissemination of the Resolution**
 - Send the resolution to all involved stakeholders using the selected method.
 - Document when and how each party was notified.
- Confirmation of Receipt and Understanding**
 - Request acknowledgment from recipients (written or verbal depending on method).
 - Record confirmations and note any questions or concerns.
- Follow-up Actions**
 - Address any feedback, questions, or concerns promptly.
 - Document all follow-up communications and outcomes.
- Closure**
 - Confirm all parties are satisfied and all questions have been addressed.
 - Close the resolution case in the relevant tracking system.

5. Documentation

- Log all communications in the designated system or file, including dates, times, and parties involved.
- Maintain copies of written communications and summaries of verbal discussions.
- Store all records according to organizational policy.

6. Review and Revision

- Review this SOP annually or as needed after significant incidents or organizational changes.
- Document and communicate any changes to all relevant staff.

7. References

- Organizational Communication Policy
- Incident/Complaint Management Procedures
- Data Protection Guidelines