

# SOP: Final Communication and Complaint Closure Steps

**Objective:** Ensure a clear, transparent, and professional conclusion to complaints by verifying resolution, documenting interactions, confirming customer satisfaction, notifying closure, and maintaining accurate records. This SOP aims to preserve customer trust and support continuous improvement.

## 1. Verify Complaint Resolution

- Ensure all agreed corrective actions have been completed.
- Review the outcome to confirm the issue has been fully resolved.
- If applicable, consult internal stakeholders to validate the solution.

## 2. Document All Interactions

- Record all communications exchanged during the complaint process, including emails, calls, meetings, and resolutions offered.
- Log details in the designated CRM or complaint tracking system for audit purposes.

## 3. Confirm Customer Satisfaction

- Contact the customer to confirm they are satisfied with the resolution and process.
- If the customer is not satisfied, re-engage the complaint process until an acceptable outcome is achieved.
- Document the customer's feedback and/or formal agreement to close the complaint.

## 4. Provide Closure Notification

- Send a formal closure notification to the customer, clearly stating that the complaint has been resolved and the case is now closed.
- Include a summary of actions taken and offer further contact details for any future concerns.

## 5. Ensure Proper Record-Keeping

- Archive all documentation related to the complaint in the appropriate system, ensuring easy retrieval for future reference.
- Review records for completeness and compliance with internal policies and regulatory requirements.

## 6. Continuous Improvement

- Analyze closed complaints for recurring patterns or systemic issues.
- Report findings to management for potential process improvements or staff training.

**Document Owner:** [Insert Name/Department] | **Last Reviewed:** [Insert Date]