

SOP Template: Notification to Complainant of Resolution Outcome

This SOP details the process for **notification to complainant of resolution outcome**, ensuring timely and clear communication of complaint investigations and resolutions. It includes steps for documenting the outcome, preparing formal notifications, methods of delivering the resolution, and addressing any follow-up actions. The procedure aims to maintain transparency, uphold complainant rights, and strengthen trust in complaint handling processes.

1. Purpose

To outline a standardized process for notifying complainants of the outcome of their complaint, ensuring transparency and upholding their rights.

2. Scope

This SOP applies to all staff responsible for handling complaints and communicating investigation outcomes to complainants.

3. Procedure

1. **Document the Resolution Outcome**
 - Record investigation findings and resolution details in the complaint management system.
 - Ensure all decisions and rationale are documented clearly and objectively.
2. **Prepare the Formal Notification**
 - Draft a formal written notification summarizing:
 - The investigation process and findings.
 - The resolution outcome.
 - Any corrective actions taken (if applicable).
 - Information about rights to appeal or escalate.
 - Contact details for further queries.
 - Have the notification reviewed as per escalation policy, if required.
3. **Deliver the Resolution Notification**
 - Select the most appropriate communication channel (e.g., email, postal mail, phone call), prioritizing confidentiality, speed, and complainant preference.
 - Send the notification within established timeframes.
4. **Record the Notification**
 - Log the date, time, and method of notification in the complaint management system.
 - Maintain copies of all communications sent to the complainant.
5. **Manage Follow-Up Actions**
 - If a response is received, acknowledge receipt and address any further concerns as per complaint handling procedures.
 - Document all subsequent interactions and outcomes.

4. Responsibilities

- **Complaint Handler:** Ensures thorough documentation, prepares, and sends the outcome notification.
- **Supervisor/Manager:** Reviews and approves notifications if escalation is necessary.
- **Records Management Team:** Maintains records of all documented outcomes and notifications.

5. Related Documents

- Complaint Handling Policy
- Complaint Management System User Guide
- Appeals and Escalation SOP

6. Revision History

Version	Date	Description of Change	Author
1.0	2024-06-22	Initial version	[Your Name]