

SOP Template: Notification to Respondent and Acknowledgement to Complainant

This SOP details the procedures for **notification to respondent and acknowledgement to complainant**, ensuring timely and clear communication in complaint handling processes. It covers the steps for formally informing the respondent about the complaint received, the acknowledgment sent to the complainant confirming receipt and outlining next steps, and the documentation requirements to maintain transparency and accountability throughout the resolution process.

1. Purpose

To establish clear and standardized procedures for notifying respondents of complaints, acknowledging complainants, and documenting key communication steps during the complaint resolution process.

2. Scope

This SOP applies to all staff involved in receiving, processing, and resolving formal complaints within the organization.

3. Responsibilities

- **Complaint Handler/Officer:** Ensures all notifications and acknowledgements are sent within required timeframes and documented.
- **Supervisor/Manager:** Reviews communications and records to ensure compliance with this SOP.

4. Procedure

Step 1: Receipt of Complaint

- Log the complaint into the complaint management system upon receipt.
- Assign a unique reference number to the complaint.

Step 2: Acknowledgement to Complainant

- Send written acknowledgement (e.g., email or letter) to the complainant within **2 business days** of complaint receipt.
- Acknowledgement must include:
 - Confirmation of complaint receipt and reference number.
 - Outline of next steps and anticipated timelines.
 - Contact details for further queries.
- Attach a copy of the organization's complaint handling process if required.
- Document the date, method, and content of acknowledgement in the case file.

Sample Acknowledgement Template:

Subject	Acknowledgement of Receipt of Complaint (Reference #: [123456])
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Body	Dear [Complainant Name],
	We acknowledge receipt of your complaint submitted on [date]. Your case reference number is [123456].
	Our team will review your complaint and contact you regarding the next steps within [number] business days. If you have questions, please contact us at [contact info].
	Thank you for bringing this matter to our attention.
	Sincerely, [Complaint Handling Officer]

Step 3: Notification to Respondent

- Inform the respondent (individual or department against whom the complaint is made) in writing within **3 business days** of complaint receipt.
- Notification must include:
 - Details of the complaint (without breaching confidentiality).
 - Relevant policies/expected conduct.
 - Request for a response or supporting documentation (if applicable).
 - Timelines for response and next steps.
- Document the date, method, and content of notification in the case file.

Sample Notification Template:

Subject	Notification of Complaint Received (Reference #: [123456])
Body	Dear [Respondent Name],
	You are hereby notified that a complaint has been received on [date] that concerns you. The complaint alleges [brief summary].
	Please review the attached information and submit your written response or relevant documentation by [due date]. If you have questions, contact [complaint officer/contact info].
	This notification is made in accordance with our complaint handling procedures.
	Sincerely, [Complaint Handling Officer]

5. Documentation

- All communication (acknowledgement and notification) must be recorded and attached to the complaint file.
- Maintain a log with dates, names, and methods of communication for transparency and auditing purposes.
- Retain all correspondence according to records management policy.

6. Review

This SOP shall be reviewed annually or as required to ensure its continued effectiveness and alignment with organizational policies.