

SOP Template: Procedure for Handling Garments Left Behind or Damaged

This SOP details the **procedure for handling garments left behind or damaged**, covering steps for identification, notification, documentation, storage, and disposal or repair. It ensures proper management of lost or damaged clothing items to maintain organization, reduce losses, and facilitate timely resolution for customers or employees. The procedure includes clear guidelines for staff on how to report, track, and communicate about garments found or reported as damaged, emphasizing responsibility, accountability, and customer service.

1. Purpose

To establish a clear and consistent process for managing garments that are left behind or discovered to be damaged on the premises, ensuring accountability, proper documentation, and timely resolution.

2. Scope

This procedure applies to all staff members responsible for garment handling at [Company/Facility Name].

3. Responsibilities

- **Staff Members:** Immediate reporting, securing items, proper documentation.
- **Supervisors/Managers:** Oversight, review, communication with customers/employees, authorize disposal or repair.
- **Customer Service:** Notify customers and resolve cases.

4. Procedure

1. **Identification**
 - Upon finding a garment, or upon discovering damage to a garment, immediately notify a supervisor.
2. **Notification**
 - If the garment owner is known or identifiable (e.g., via garment tag or record), notify the person as soon as possible (within 24 hours).
 - If owner is unknown, post notice according to company policy (lost & found log, board, etc.).
3. **Documentation**
 - Record all required details in the **Garment Incident Log**:

Date	Description of Garment	Location Found/Damage Detected	Owner (if known)	Reported By	Action Taken
[YYYY-MM-DD]	[Color, Brand, Type]	[Area/Room]	[Name/Contact]	[Staff Name]	[Notification/Repair/Stored]

4. **Storage**
 - Place the garment in the designated lost and found or damaged garment area.
 - Label each garment clearly with date and incident log reference number.
 - Store securely for [specify retention period, e.g., 30 days] as per policy.
5. **Disposition (Return, Repair, or Disposal)**
 - If claimed, verify ownership and document the return with recipient signature.
 - If repair is required and approved, initiate repair process and inform owner once completed.
 - For unclaimed garments: after the retention period, dispose of appropriately (donation, discard, etc.) and update records.

5. Communication

- Maintain communication with affected individuals throughout the process.
- Provide timely updates regarding status and resolution.

6. Related Documents/Forms

- Garment Incident Log
- Lost & Found Register
- Repair Authorization Form (if applicable)
- Disposal Authorization Form

7. Review & Audit

- Supervisors to review logs monthly for completeness and compliance.
- Conduct periodic audits to ensure procedural adherence.

8. Revision History

Date	Revision	Description	Approved By
[YYYY-MM-DD]	1.0	Initial version	[Name/Title]