

SOP: Complaint Acknowledgment and Case Number Assignment

This SOP details the **complaint acknowledgment and case number assignment** process to ensure timely and consistent communication with complainants. It covers the initial receipt of complaints, verification of complaint details, issuing an acknowledgment notice to the complainant, and generating a unique case number for tracking and resolution purposes. The objective is to facilitate efficient complaint management, improve transparency, and maintain accurate records throughout the resolution workflow.

1. Scope

- Applies to all departments responsible for receiving and processing complaints.
- Covers all channels of complaint submission (email, web forms, phone, in-person, etc.).

2. Responsibilities

| Role | Responsibility |
|---------------------------|--|
| Complaint Intake Officer | Receive and verify complaints, initiate acknowledgment process, generate case numbers. |
| Complaint Resolution Team | Monitor assigned cases and proceed with subsequent resolution steps. |

3. Procedure

- Complaint Receipt**
 - Receive complaint through designated channels.
 - Log receipt date and method of receipt.
- Complaint Verification**
 - Review complaint details for completeness (name, contact info, description, etc.).
 - If incomplete, contact complainant for further information.
- Case Number Assignment**
 - Generate a unique case number using the standard case numbering format (e.g., YYYY-SEQ).
 - Record the case number in the complaints log/database.
- Complaint Acknowledgment**
 - Issue written acknowledgment to the complainant within **two (2) business days** of complaint receipt.
 - Include the unique case number and next steps for complainant reference.
- Document & File**
 - File all related communications and documents under the assigned case number.

4. Supporting Documents and Templates

- Complaint Log Template
- Complaint Acknowledgment Letter Template
- Case Number Register

5. Monitoring and Review

- Complaint intake and acknowledgment timeliness will be reviewed monthly.
- Documented cases will be audited quarterly for compliance.

6. Revision History

| Version | Date | Change Description |
|---------|------------|----------------------|
| 1.0 | 2024-06-01 | Initial SOP release. |