

Customer Resolution SOP

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## Complaint Resolutions SOP

### 1. Purpose/Objective

This Standard Operating Procedure (SOP) outlines the procedures and guidelines for resolving customer complaints. IMCG aims to exceed customer expectations. IMCG will address customer concerns within 5 business days to ensure timely response and effective resolution.

### 2. Scope

This SOP applies to all consulting and training services. IMCG aims to conduct efficient and effective review of all complaints.

### 3. Responsibilities

- Customer Service Manager: Oversees the implementation of customer experience.
- Quality Assurance Officers: Conducts analysis and review of complaints to address customer concerns by implementing corrective actions.

### 4. Definitions/Terminology

- Quality Assurance (QA): The systematic process of ensuring that products or services meet specified requirements and standards.
- Operational Processes: The series of interconnected activities and tasks performed to achieve specific objectives within an organization.
- Corrective Action: Steps taken to address and rectify identified quality issues or deviations from established standards.
- Non-Conformance: Any deviation from specified requirements or standards that affects the quality of products or services.
- Continuous Improvement: The ongoing effort to enhance processes, products, or services through incremental changes and innovations.

### 5. Customer Complaint Form

Customer complaints are logged with the details listed below.

**Complaint Number:**

**Date Received:**

**Customer Name:**

**Contact Information:**

**Nature of Complaint:**

**Priority Level:**

**Assigned to:**

- **Pending**

**Status:**

- **Resolved**
- **Other:**

## 6. Procedures/Methods

1. **Customer Complaints Logged** – The customer complaint is logged and assigned to a customer service manager.
2. **Investigation**- The customer service manager investigates the issue using the check list below.

**Initial Assessment:**

- Determined priority level based on severity and impact.
- Assigned staff member responsible for resolution.
- Contacted customer for additional details or clarification.

**Gathering Information:**

- Gathered relevant documentation and records related to the complaint.
- Identified any internal processes or systems involved in the complaint.
- Conducted investigation to identify root cause(s) of the complaint.

**Root Cause Analysis:**

- Analyzed any contributing factors or systemic issues.
- Documented findings for further review and action.

- Resolution Planning:**
  - Developed a plan of action to address the complaint effectively.
  - Established clear objectives and timelines for resolution.
  - Identified necessary resources and support needed for resolution efforts.
  - Executed resolution plan according to established timeline.
- Implementation:**
  - Communicated with relevant stakeholders about progress and updates.
  - Monitored implementation closely to ensure effectiveness.
  - Followed up with the customer to ensure satisfaction with the resolution.
- Follow-Up and Feedback:**
  - Solicited feedback from the customer regarding their experience.
  - Reviewed lessons learned and implemented any necessary process improvements.

3. **Corrective Actions** – Within 5 business days of receipt the logged complaint should have a recommended resolution and corrective action plan. A QA manager will follow up with the customer in writing to ensure that the action meets the customer’s service needs and desired outcome. The complaint is logged with the resolution and final status agreed with the customer.
4. **Continuous Improvement** – The QA team will follow up with the appropriate training and/or consulting manager to identify opportunities for improvement.