

# Complaint Resolution Policy

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**Effective Date:** [Insert Date]

**Reviewed:** [Insert Review Date]

**Version:** 1.0

## 1. Purpose

The purpose of this policy is to outline the process for lodging, investigating, and resolving complaints within [Organization Name].

## 2. Scope

This policy applies to all employees, clients, customers, contractors, and stakeholders of [Organization Name].

## 3. Policy Statement

[Organization Name] is committed to providing a fair, consistent, and structured process for handling complaints. All complaints will be managed promptly and confidentially.

## 4. Definitions

- Complaint:** An expression of dissatisfaction about a product, service, or the behavior of a staff member.
- Complainant:** The person making the complaint.
- Respondent:** The person or entity against whom the complaint is made.

## 5. Procedure

### 1. Lodging a Complaint:

- Complaints may be submitted verbally, in writing, or via email to the designated officer.

### 2. Acknowledgement:

- All complaints will be acknowledged within [2] business days of receipt.

### 3. Investigation:

- The complaint will be investigated by an appropriate staff member.

### 4. Resolution:

- A resolution or outcome will be provided to the complainant within [10] business days, where possible.

## 6. Responsibilities

Role	Responsibility
Employee	Report and escalate complaints as per policy.
Manager	Investigate and resolve complaints promptly.

## **7. Confidentiality**

All information relating to a complaint will be handled sensitively and confidentially.

## **8. Review**

This policy will be reviewed annually or as required to ensure its effectiveness.

## **9. Approval**

**Approved by:** [Name/Title]

**Date:** [Insert Date]