

Complaint Resolution Policy

Document Number: CP-001

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]