



Standard Operating Procedure Stakeholder Complaint

<i>Creation date</i>	02/02/2016
<i>Communicated</i>	05/03/2016
<i>Reviewed</i>	
<i>Version</i>	01
<i>Company</i>	GOPDC
<i>Confidentiality</i>	External

Objective

This procedure describes how to deliver a consistent, high-quality and accountable response to complaints across all GOPDC stakeholders.

Application Domain

Stakeholder Complaint:

Any expression of dissatisfaction with GOPDC services, staff, providers or customers that cannot be resolved to the complainant's satisfaction without further investigation.

Responsibility:

- Departmental heads, managers and supervisors are responsible for the investigation of complaints directly related to their areas of operation.
- It is the responsibility of the top management to investigate the nature of the complaint.
- It is the responsibility of management to resolve the problem or find someone who can solve the problem quickly.
- The management is responsible for following up on the extent of solving the problem.

Procedure

- Any GOPDC senior or management staff member can receive a complaint verbally or in writing.
- Any person discovering a non-conformance that relates to a service or an inadequate or incorrect process informs a member of senior staff or management. The informed person fills out a Stakeholder complaint form, detailing the complaint and addresses it to the concerned Head of Department, the Managing Director and the Health, Safety and Environment Department. The Head of Department concerned by the complaint is responsible for dealing with it.
- When a complaint is received from a stakeholder, management ensures the problem is resolved as soon as possible.
- All aspects of the complaint, both internal and external, should be followed up to ensure that the key facts are identified and classified.
- All areas of interaction and communication regarding the complaint should be established (who, what, where, when, why etc.) and documented where possible.
- Management ensures that the final resolution is clear and fair.
- All complaints will be documented on the stakeholder complaint form.
- All documented complaints will be reviewed and a response to the complainant will occur within 5 business days of receipt by management.
- The relevant managers and heads of department prepare a summary of complaints and corrective actions to be reviewed at the management review meeting.
- The stakeholder complaints are retained as records and indicated on the records database.



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Documents/Files/Appendices

To be kept as records:

- FS-SOP-05-FM-01 Corrective Preventive Action Request
- FS-SOP-05-FM-02 NCR Database
- GOP/SC/FM/001 Stakeholder Complaint Form

Related documents:

- FS-SOP-02 Control of records
- FS-SOP-08 Management Responsibility

Filing

FS-SOP-05-FM-02 NCR Database

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