**Customer Service Department Operating Procedure (CSDOP)**

**Title**: SOP for Handling Customer Inquiries and Complaints

**Organization:** Eco Clean Solutions

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**Purpose:**

To address all customer enquiries effectively, enhancing customer satisfaction and ensuring high standards of customer satisfaction in eco-clean solutions.

**Scope:**

This SOP applies to all customer service representatives and support staff at Eco Clean Solutions.

**Responsibilities:**

**Customer Representative Services:** Respond to customer complaints solve them and provide product/service information.

**Quality Assurance Team:** The team members investigate complaints regarding product quality.

**Customer Service Manager:** Recheck complaint resolutions, provide administrative support and ensure corrective actions.

**Material and Equipment:**

Customer Service Phone or Email

Quality Control Logs

Complaint Management System (CMS)

Product Information Database

**Procedures:**

1. The CSR first receive the enquiry or complaints via email, phone and the official website of eco-clean
2. Record the complaints inside the CMS which include the customer product name, purchase date, and specific issue.
3. CSR acknowledges receipt of the complaint within 24 hours.
4. The CSR team then inform the customer about the next steps for resolutions and the expected timeline for resolutions.
5. Identify and classify the complaint type e.g., product defect, delivery issue, or general feedback.
6. Determine the priority level based on complaint severity and customer impact e.g., high, medium, or low.
7. In case of low-priority complaints, the CSR team provide immediate solutions or feedback if possible.
8. In case of medium level based complaint refer to the Customer Service Manager if a deeper investigation is needed. CSRs update the CMS with status and follow up with the customer within 3 days**.**
9. In case of high-level complaints Forward to the QA Team for a thorough investigation if related to product quality.
10. The QA team assesses, investigates, and reports findings within 5 days. If a product replacement or refund is needed, process it accordingly.
11. CSRs confirm resolution with the customer, ensuring satisfaction.
12. Document the final resolution and close the complaint in the CMS.

**Documentation and record-keeping**

* + All complaints must be logged in the CMS and maintained for a minimum of two years.
  + Use the Complaint Resolution Form for tracking escalations and resolutions.
* **References and supporting information**
  + EcoClean Solutions Customer Service Policy
  + Consumer Rights Regulations
  + EcoClean Solutions Quality Assurance Standards

**Review and revision of history**

Version 1.0: Initial release.

Next Review Date: [An approx Date]