

SOP: Phone and Processing Complaints Received Through Them

Department: MEAL

Last updated: January 2019

Overview

This SOP covers the process of receiving and logging complaints through the current two INTERSOS call centres:

Complaints Line based in Amman and dedicated for complaints (0790976496):

The Hotline Operator and Accountability Officer, based in Amman, handle calls that come from all INTERSOS areas of operations where there is an operating CRFM.

The operator will answer to calls from 8,30 am to 17,30 pm; in case a message is left after hours, the operator will call back as first thing the morning after.

The logged complaints will then be stored the complaints platforms that is managed by MEAL Manager and Accountability Officer.

Answering Calls

Call Opening

Thank you for calling INTERSOS the Complaints and Suggestions Line

Introduce yourself. "This is _____ speaking", how can I help you?

If existing complaint:

- Could I please take your name or reference number for the complaint?
- Has anyone followed up with you regarding that case?
- Were you satisfied with their follow up and behaviour? If not, why?
- What is the reason you are calling?

If new issue that is:

- 1- **Information Request:** answer the query or refer to relevant unit if query falls outside FAQs sheets
- 2- **Clear Negative and Positive Feedback and Suggestions:** take as much details about the issue as possible and thank the caller. Take minimal personal information
- 3- **Complaint or if you cannot determine whether it's just Negative Feedback,** follow the steps below:
 - Could I please take some personal details from you? *
 - Ask for (Name/Telephone/Location/ID number)
 - For telephone – CHECK IF IT IS THEIR NUMBER, can we call them back on it?
 - Can you please give me details of the issue/problem that you have?

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*Explain when necessary (sensitive cases): “You do not need to give this information if you don’t want to, but we will be unable to follow up with you to provide a response to your issue or get more important information, if needed, if we don’t get basic details. However, INTERSOS will investigate the issue”.

Call Closing

- Inform caller that the complaint (restate what they told you) will be reviewed for admissibility.
- Make sure the caller understands that they can also follow up their case using their name, ID number, the date they called, and your name
- Make sure that the caller understands what they have been told
- Thank the caller for their call

Logging and acknowledging complaints:

- Log all complaints in the database as you speak to the caller
- Make sure all mandatory fields are filled in the database
- Inform MEAL Manager of complaint

**Thank you for contacting INTERSOS. INTERSOS received your complaint and you will receive response within (depending on timelines).

Warning: DO NOT GIVE BENEFICIARIES ANY PROMISES BEYOND THE PROCESSES AND TIMELINE IDENTIFIED IN SOPs.