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Royal Government of Bhutan  
DZONGKHAG ADMINISTRATION

TSIRANG

## Standard Operating Procedure for Complaint Management

As part of the Organization Integrity Plan, the Dzongkhag Administration, Tsirang has developed a SOP for managing the complaint within the Dzongkhag Administration. The guidelines provide a stepwise navigation in handling complaints to ensure that the complaint is acknowledged, investigated, and resolved in a timely manner.

### 1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a structured and efficient process for managing complaints received by the Dzongkhag Administration. The SOP aims to ensure timely and effective management of complaints received from within and outside of the Dzongkhag.

### 2. Scope

This SOP applies to the investigation team formed by the Dzongkhag Administration in investigating and resolving the complaints. It encompasses complaints received from internal and external stakeholders, including the complaints shared by ACC, employees, LG members, and the general public.

### 3. Procedure

#### 3.1. Complaint Receipt and Registration

- Complaints may be lodged through various channels, such as email, letter, or through an online and through the open suggestion box.
- Complaints must be logged through a complaint management system/database to ensure proper tracking and monitoring.
- The complaint management system will capture the details of the complainant, the nature of the complaint, the date, and any supporting documentation.
- Register each complaint with acknowledgment of the receipt of complaints.

#### 3.2. Complaint classification and Prioritization

- The nature of the complaint shall be assessed by Dzongkhag Investigation Team
- Assess the nature and severity of the complaint.
- Classify complaints based on predefined categories (e.g., service-related, administrative, ethical, etc.).
- Prioritize complaints based on urgency and impact.

#### 3.3. Investigation



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- The Dzongkhag Administration shall form an investigation team of relevant officials to investigate the complaint
- The investigation team shall conduct the investigation and submit the report to the management within ten working days from the formation of the team depending on the severity/complexity of the complaint.
- The investigation team shall review all available information related to the complaint, including any supporting documents or records through the conduct of interviews, collection of statements, or any other investigations.
- The investigation team may request additional information from the complainant or other relevant parties, if necessary.
- The investigation team shall maintain confidentiality and integrity, and handle sensitive information appropriately.

#### 3.4. Documentation and Reporting

- Maintain a record of each complaint, including details of the investigation, findings, and recommendations.
- Recommendations may consist of analyzing the complaint data to identify patterns, recurring issues, or areas for improvement.

#### 3.5 Action Taken

- After receiving the investigation report, the management shall take an appropriate course of action for the administrative cases based on the findings and recommendations for improvement.
- The Dzongkhag Administration shall forward the non-administrative cases to relevant authorities.
- The Dzongkhag Administration shall convey the decisions to the complainant within 3 working days.
- The Dzongkhag Administration shall conduct periodic reviews of the complaint management process to ensure its effectiveness.

### 4. Responsibilities

#### 4.1 Dzongkhag Administration

- Receive complaints from ACC, employees, LG members, and the general public.
- Form investigation team in a timely manner
- Maintain accurate records of complaints and actions taken

#### 4.2 Investigation Team

- Receive, investigate, and submit an investigation report in a timely manner.
- Communicate with complainants professionally and courteously.
- Maintain confidentiality at the highest level



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This Standard Operating Procedure (SOP) provides a framework for managing complaints from both internal and external stakeholders. It is important to periodically review and update this document to align with evolving requirements and best practices.