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ཇོང་ཁག་བདག་སྐྱོང་། ཚེས་ཅེ་ཇོང་། གྲོང་གསལ།

Royal Government of Bhutan

DZONGKHAG ADMINISTRATION

Chhoetse-Dzong: Trongsa



Standard Operating Procedure for Complaint Management

As part of the Organization Integrity Plan, the Dzongkhag Administration has developed the SOP for managing the complaint within the Dzongkhag Administration. The guidelines provide a stepwise navigation in handling the complaint 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

- Complaints may be received through various channels, such as email, letter or through an online complaint form.
- 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, nature of complaint, date, and any supporting documentation.

3.2 Acknowledgment

- Upon receipt of a complaint, an acknowledgment will be sent to the complainant within 3 days from the receipt of the complaint to confirm that their complaint has been received.

3.3. Investigation

- The Dzongkhag Administration shall form an investigation team of relevant officials to investigate the complaint



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- The investigation team shall conduct the investigation and submit the report to the management within one week from the formation of team
- The investigation team shall review all available information related to the complaint, including any supporting documents or records.
- The investigation team may request additional information from the complainant or other relevant parties, if necessary.
- The investigation team shall maintain confidentiality and handle sensitive information appropriately.

3.4. Documentation and Reporting

- Maintain a record of each complaint, including details of the investigation, findings and recommendation.
- 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 appropriate 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 or ACC 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 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

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.