

Customer Complaint & Service Recovery SOP

Water, RO & Sanitation

Document type: Plan / SOP / strategy / guide · Generated 16 Oct 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a complaint-handling and service-recovery SOP for a water business — intake, triage (safety versus service), response SLA, resolution, escalation and root-cause — to protect trust and retention. Use it to handle complaints well, especially safety ones.

Purpose of this tool & output

Handle complaints and recover trust

How the output is used

Use it to handle complaints and recover trust — a customer complaint and service recovery SOP across response, resolution and follow-up.

Important cautions

Water-safety complaints can signal a real health risk and must be investigated urgently with testing and possible recall; treating them as routine is dangerous. Prioritise safety complaints and keep records for traceability.

Companion documents

- Water Quality Management System
- Water Testing Protocol
- Service & AMC Operations SOP
- Installation & Commissioning SOP
- Plant Safety & Chemical Handling Plan
- Preventive Maintenance Schedule Builder

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.