

[Company Name]

Complaint Form

Consistent with federal regulations, we are giving you an opportunity to submit a complaint with regard to our privacy policies and procedures.

We will determine if the complaint concerns the privacy policies of [Company Name] or a possible violation of privacy policies.

If the complaint concerns the privacy policies:

1. The Privacy Officer or a designated staff member will review the complaint, evaluate the specific details of the complaint, and determine whether the complaint warrants a change in the privacy policies or procedures of the medical practice.
2. If a change appears to be warranted, the staff member conducting the evaluation will develop a recommendation and submit it to the Privacy Officer, who will determine whether an immediate change in policies and procedures is needed to prevent a violation of federal or state privacy standards, laws or regulations.
3. If it is determined that a change in policies and procedures is necessary, a revised policy will be prepared.
4. The Privacy Officer will respond to your complaint in writing.

If the complaint concerns a possible violation of privacy policies:

1. The Privacy Officer will review the complaint and determine whether a violation occurred, and if so, whether the violation involves only the privacy policies and practices established in this manual, or also involves a violation of federal and state privacy laws and standards.
2. If the Privacy Officer determines the complaint may involve a violation of federal or state standards and legal requirements, he or she will immediately forward the complaint to [Company Name]'s legal counsel for evaluation. The Privacy Officer will follow-up and track the status of the referral.
3. If the Privacy Officer determines that the complaint does not involve a violation of federal or state standards and legal requirements, he or she will determine whether the medical practice's privacy policies and procedures were violated. If policies and procedures have been violated, disciplinary procedures will be initiated.
5. The Privacy Officer will contact you and notify you of the actions that will be taken to address the complaint.

Thank you for taking the time to submit your complaint. Please describe the nature of the complaint below.
