

Original Draft Date: January 13, 2003
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SUBJECT: Review and Resolution of Complaints

HIPAA CITES: 45 C.F.R. § 164.530(d)

OTHER CITES: 42 C.F.R. § 482.13

DEPARTMENT: All Departments of Kewaunee County

POLICY NUMBER: 116

I. POLICY:

Kewaunee County provides a process for individuals to make complaints concerning Kewaunee County's compliance with the Privacy Rule and its policies and procedures created to implement the Privacy Rule ("**Privacy Policies**"). Kewaunee County also reviews and resolves any complaints it receives regarding its compliance with the Privacy Rule and the Privacy Policies (collectively, "**Privacy Complaints**").

II. PROCEDURES:

- A. Who to Contact. All Privacy Complaints that Kewaunee County receives shall be forwarded to the County Privacy Officer.
- B. Privacy Complaint Log. The Privacy Officer (or his or her designee) shall document the following with respect to each Privacy Complaint received:
1. the date the Privacy Complaint was received;
 2. a copy of the written Privacy Complaint, if any, or a general description of the verbal Privacy Complaint; and
 3. a copy of the written statement provided to the individual making the Privacy Complaint, as described in Section II.C.2.b below.
- C. Resolution of the Privacy Complaint
1. Responsible Party to Investigate and Resolve Complaint. Kewaunee County's Board of Supervisors has established a Privacy Complaint Committee to review and resolve any Privacy Complaints that the Privacy Officer receives.

2. Time Frame for Resolution.

- a. Investigation. Within **[30]** days after the Privacy Officer receives a Privacy Complaint, the Privacy Complaint Committee must investigate the underlying circumstances relating to the Privacy Complaint.
- b. Resolution. Within **[60]** days after the Privacy Officer receives a Privacy Complaint, the Privacy Complaint Committee must provide a written response to the individual who submitted the Privacy Complaint containing the following information:
 - i. a name of a contact person in the Privacy Office or at Kewaunee County who will answer questions relating to the investigation and resolution of the Privacy Complaint;
 - ii. a general description of the steps taken to investigate the Privacy Complaint;
 - iii. an explanation of Kewaunee County's resolution regarding the Privacy Complaint; and
 - iv. the date of completion of the investigation of the Privacy Complaint.

- D. Document Retention. Kewaunee County shall retain copies of the documentation listed in Section II.B for a period of six (6) years from the date that the Privacy Complaint Committee provides the individual the written response described in Section II.C.2.b. above.