

- G. Individual complaints about privacy issues shall NOT be documented within the individual's record. All requests for information about the Organization's privacy practices shall be responded to by the Program Manager/Director/Privacy Officer as soon as reasonably possible but, in any event, no later than ten (10) days from the date of the request.
- H. The ultimate disposition of the complaint shall be documented by the Program Manager/Director/Privacy Officer upon the Privacy Complaint Form, whenever a Complaint Form exists. Whenever a verbal complaint is received and documented in the Complaint Log, the ultimate disposition of the complaint, as well as the date of the response, shall also be documented within the Complaint Log.
- I. Individual complaints about privacy issues shall not be documented within the individual's medical record but will be kept in a separate file.
- J. All requests for information about Greene Arc's privacy practices shall be responded to by the Program Manager/Director/Privacy Officer as soon as reasonably possible but, in any event, no later than ten (10) days from the date of the request.

If you believe that a person, agency or organization covered under the HIPAA Privacy Rule ("a covered entity") violated your (or someone else's) health information privacy rights or committed another violation of the Privacy Rule, you may file a complaint with the Office for Civil Rights (OCR). OCR has authority to receive and investigate complaints against covered entities related to the Privacy Rule. A covered entity is a health plan, health care clearinghouse and any health care provider who conducts certain health care transactions electronically.

Complaints to the Office for Civil Rights must: (1) be filed in writing, whether on paper or electronically; (2) name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the Privacy Rule; and (3) be filed within 180 days of when you know that the act or omission complained of occurred. OCR may extend the 180-day period if you can show "good cause." Any alleged violation must have occurred on or after April 14, 2003 (on or after April 14, 2004 for small health plans), for OCR to have authority to investigate.

Anyone can file written complaints with OCR by **mail, fax or email**. If you need help filing a complaint or have a question about the Complaint Form, please call this OCR toll free number: 1-800-368-1019. OCR has ten regional offices and each regional office covers certain states.

You should send your complaint to the appropriate OCR regional office, based on the region where the alleged violation took place. You can look at the [regional office map](https://www.hhs.gov/ocr/privacyhowtofile.htm) on OCR's website, <https://www.hhs.gov/ocr/privacyhowtofile.htm>, to help you determine where to send your complaint. Complaint Forms may also be obtained from this website or they will be available from the Privacy Officer. Complaints should be sent to the attention of the appropriate OCR Regional manager.

Complaints for the following region should be mailed to the address listed below:

FOR: **Region III** (DE, DC, MD, PA, VA, WV)

MAIL TO: **Office for Civil Rights
Department of Health and Human Services
150 S. Independence Mall West—Suite 372
Philadelphia, PA 19106-3499**

PHONE: (215) 861-4441
TDD: (215) 861-4440
FAX: (215) 861-4431