



## ADMINISTRATIVE PRACTICES MANUAL

### HIPAA Complaint Policy

#### PURPOSE

To set forth procedures to investigate external complaints related to a client's/patient's privacy rights and whether Dane County's HIPAA policies and procedures have been violated.

#### PROCESS

##### Reporting

An individual may call, e-mail, write, or appear in person to Dane County with a complaint. If the individual does not complete the **Complaint Form**, a workforce member will assist in the completion of the form.

The **Complaint Form** will include:

1. The individual's name and contact information;
2. Description of the complaint;
3. Documentation that supports the reported incident (if available); and
4. Information on how to make a complaint to the Secretary.

The completed **Complaint Form** will be sent to the HIPAA Privacy & Security Officer.

##### Investigation & Response

The HIPAA Privacy & Security Officer will review the **Complaint Form** and will follow the **Privacy and Security Incident and Breach Policy** to investigate the complaint or incident.

##### Resolution

After the investigation is complete, the HIPAA Privacy & Security Officer will provide a written response to the complainant which will include:

1. Description of the investigation;
2. Description of the results of the investigation; and
3. Any corrective steps taken.

#### DOCUMENTATION

Dane County will maintain the documentation associated with this policy for a minimum of seven (7) years.

#### ROLES & RESPONSIBILITIES

The HIPAA Privacy & Security Officer is responsible for the implementation, maintenance, and adherence to this policy.

#### RELATED DOCUMENTS

Definitions

Complaint Form

[Privacy and Security Incident Breach Policy](#)



SECTION: ADMINISTRATION  
TOPIC: EXTERNAL COMPLAINTS  
JULY 2023

## ADMINISTRATIVE PRACTICES MANUAL

### DOCUMENT VERSION HISTORY

Original: 08/2023

Revised: 07/2024