



Office of Regulatory Compliance

HIPAA Policy 6.7

Title:	Process for Complaints
Source:	Office of Regulatory Compliance
Prepared by:	Assistant Vice Chancellor for Regulatory Affairs
Approved by:	Vice Chancellor for Research
Effective Date:	July 1, 2013
Replaces:	04/13/03
Applies:	All UCD campuses

Introduction

Purpose

The purpose of this policy is to provide a process for individuals to make complaints concerning the UCD's HIPAA policies and procedures, compliance with its HIPAA policies and procedures, or its HIPAA compliance in general.

Reference

45 C.F.R. §164.530(d)

Applicability

This policy applies to all situations in which an individual wishes to express concerns or complaints about the UCD's HIPAA compliance program or policies.

Policy

If an individual wishes to make a complaint, he or she should be immediately directed to the UCD Office of HIPAA Compliance, to the confidential Ethics Hotline number 1-800-677-5590, or the HIPAA e-mail account at HIPAA@ucdenver.edu.

Procedures

The Office of HIPAA Compliance will investigate the complaint, work to reach resolution of the complaint, document the complaint and resolution, and maintain the documentation for a period of not less than six years.