

CATEGORIZATION AND PRIORITIZATION OF SERIOUSNESS OF COMPLAINTS

Complaint Options:

1. Privacy Officer/Compliance Officer in person
2. Privacy Officer/Compliance Officer via internal telephone
3. Privacy Officer/Compliance Officer - in writing to facility
4. Hotline
5. If the Privacy Officer is the subject of the complaint, complaint may be presented to Privacy Officer/Compliance Officer immediate supervisor (or legal counsel if appropriate.)

See the Schedule defining the categorization and prioritization of seriousness of complaints set forth in the Hotline Procedures.

Consider:

Timeliness

Potential for harm to life.

Potential for harm to property.

Potential for harm to privacy.

Potential for harm to reputation.

Costs related to remedying the problem

Costs related to leaving the problem in place

[Costs: civil liability, regulatory/criminal liability (jails & fines)]

If complaint involves a HIPAA or other federally regulated issue, notify the Privacy Officer and work with Privacy Officer during the investigation, if needed.