



## HIPAA Policy 6.7

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

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## 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](mailto: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.