

# Medical One

---

## Privacy Complaint Policy

Effective date of policy: **June 26, 2013**

Patients have a right to file a formal complaint if they feel we have not adequately protected their privacy. This complaint must be submitted in writing to the privacy officer or may be submitted directly to the U.S. Department of Health and Human Services Secretary. The complaint must be submitted within 180 days of the event of concern.

The privacy officer is responsible for the investigation and resolution of the complaint.

The practice must maintain a record of the complaints and the resolution, if applicable, for six (6) years.