

SHEPHERD'S STAFF CHRISTIAN COUNSELING CENTER

FACT SHEET: HOW TO FILE A PRIVACY COMPLAINT WITH SHEPHERD'S STAFF CHRISTIAN COUNSELING CENTER

You have a right to file a formal privacy complaint if you believe we have not adequately protected your privacy. The complaint form may be obtained from the Privacy Officer, our website, www.sssccc.com, or your clinician. Once the form is completed it may be submitted in person, by mail, or by fax to:

*Privacy Officer
Shepherd's Staff Christian Counseling Center, Inc.
731 East 8600 South
Sandy, Utah 84094-6312
FAX 801-561-9987.*

Upon receipt of your complaint our Privacy Officer will validate and confirm the complaint with you. If appropriate the Privacy Officer will clarify any apparent misunderstanding of the policies and procedures of Shepherd's Staff Christian Counseling Center, Inc. If further action is required your complaint will be investigated by review of the circumstances by the Privacy Officer. You will be provided with a written response to your complaint.

FACT SHEET: HOW TO FILE A PRIVACY COMPLAINT WITH THE OFFICE OF CIVIL RIGHTS

If you believe we have not adequately protected your privacy you also have a right to file a formal privacy complaint with the Office of Civil Rights (OCR) of the U.S. Department of Health and Human Services.

The complaint must:

- Be filed in writing, either on paper or electronically.
- Name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the Privacy Rule.
- Be filed within 180 days of when you knew that the act or omission complained of occurred. (OCR may extend the 180-day period if you can show "good cause".)
- Be in regard to an alleged violation occurring on or after April 14, 2003 for OCR to have authority to investigate.

The complaint form can be downloaded in PDF or Microsoft Word format from the OCR website address of www.hhs.gov/ocr/howtofileprivacy.htm. Forms that are downloaded and completed can be mailed, faxed, or e-mailed to the addresses identified below. For help filing a complaint or to ask a question about the complaint form, please call this OCR toll free number: 1-800-368-1019.

*Office for Civil Rights
U.S. Department of Health & Human Service
1961 Stout Street – Room 1426
Denver, CO 80294
303-844-2024
TDD 303-844-3439
FAX 303-844-2025
E-mail: OCRComplaint@hhs.gov*