

**County Of San Diego  
Health and Human Services Agency (HHSA)**

**SUBJECT: Privacy Complaint & Non-Retaliation**

**NO: HHSA-L-18**

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**DATE: September 1, 2017**

**REFERENCE: Health Insurance Portability and Accountability Act (HIPAA); California Information Practices Act; various State Agreements.**

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**POLICY:** Any individual may make a complaint concerning HHSA's privacy policies and procedures. HHSA staff who receive such a complaint shall promptly forward it to the Agency Compliance Office (ACO). The ACO will coordinate and document the investigation, mitigation, and disposition of all such complaints. HHSA programs shall facilitate such investigations and enact all necessary mitigations in a timely manner. HHSA programs shall also take appropriate actions against staff who fail to comply with HHSA privacy policies and procedures. HHSA will not retaliate against those who file a complaint or who assist or participate in an investigation.

**RESPONSIBILITIES:** Privacy laws and regulations such as the Health Insurance Portability and Accountability Act (HIPAA) and the California Information Practices Act (CIPA) outline requirements regarding the confidentiality of and client's rights regarding Protected Information. Many Agency Programs also have Agreements with the State of California that outline additional confidentiality parameters. Compliance with these regulations is addressed in a series of Agency policies and procedures maintained by the Agency Compliance Office.

**DEFINITIONS:** See HHSA Policy L-30 "Privacy Definitions"

**PROCEDURES:** See related procedures and forms at [www.cosdcompliance.org](http://www.cosdcompliance.org).

**QUESTIONS:** HHSA Privacy Officer at 619-338-2808

Approved:

  
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Christy Carlson  
Group Program Manager  
Agency Compliance Office