

## **Complaint Policy and Procedure**

### **Martha Blake, MBA, NCPsyA, Psychologist, Jungian Analyst**

It is the policy of Martha Blake, MBA, NCPsyA, that all clients are notified of the manner in which complaints may be submitted. All complaints may be submitted as described in Section 5 of the Privacy and Security Policy.

#### **A. Complaint processing procedure:**

1. Upon the receipt of a complaint Martha Blake shall document the complaint and initiate an investigation.
2. The investigation will be commenced promptly upon receipt of the complaint.
3. Martha Blake will conduct a thorough investigation, which includes an analysis to determine whether a violation of the HIPAA privacy and security regulations or violation of her practice policies has occurred and if so, what notification are required. The investigation and analysis of whether or not a violation has occurred will be documented.
4. The investigation should be completed generally within [20] calendar days to ensure sufficient time for the preparation and coordination of notifications, if required, provided that the investigation may take more or less time depending on the circumstances.
5. As part of the investigation, Martha Blake will take all necessary steps to mitigate any known harm. Steps taken to mitigate any known harm will be documented.
6. If it is determined that a violation of the HIPAA privacy and security regulations or violation of practice policies has occurred then remedial action to prevent any further violation will be taken immediately. Action taken will be documented.
7. If it is determined that the violation is the result of a workforce member's failure to comply with the HIPAA privacy and security regulations or practice policies an appropriate sanction will be applied to the workforce member(s).
8. If it is determined that the violation is the result of a Business Associate's failure to comply with HIPAA privacy and security regulations or practice policies Martha Blake will ensure that the Business Associate has taken remedial action to prevent any further violation, and take appropriate action to ensure the Business Associate's compliance with the HIPAA privacy and security regulations and practice policies.
9. Upon the conclusion of the investigation and any mitigating or remedial action taken, Martha Blake will notify the complainant in writing of the results of the investigation and actions taken.

**B. No intimidation, threatening, coercive, discriminatory, or retaliatory action will be taken against any individual who submits a complaint.**