



## **Patient Right to File a Privacy Complaint Policy**

**April 2026**

### **SCOPE**

This policy applies to all workforce members, including employees, contractors, volunteers, and business associates who handle or have access to PHI.

### **POLICY STATEMENT**

In accordance with the **Health Insurance Portability and Accountability Act (HIPAA)**, patients have the right to file a complaint if they believe their privacy rights or their Protected Health Information (PHI) have been violated. This policy sets out the procedures for patients to have a clear process to report privacy concerns and for Florida Atlantic University (“FAU”) to respond appropriately in compliance with federal privacy regulations.

### **PROCEDURES**

#### **1. Patient Right**

Patients may file a complaint if they believe their privacy rights have been violated or if they disagree with FAU privacy practices regarding their PHI.

#### **2. Filing a Complaint with Florida Atlantic University**

Patients may submit a complaint by contacting FAU’s Privacy Officer either in writing, by phone, or in person. Patients may submit a complaint by using any of the following methods:

- By phone: 561-297-3004
- By email: [privacy@fau.edu](mailto:privacy@fau.edu)
- In writing or in person: To the Florida Atlantic University Privacy Office located in the Office of Compliance and Ethics (upon request or during regular business hours).

The complaint should include:

- Patient name and contact information
- Description of the privacy concern or alleged violation
- Date or time period of the incident (if known)

#### **3. Filing a Complaint with the Government**

Patients also have the right to file a complaint directly with the U.S. Department of Health and Human Services Office for Civil Rights, which enforces HIPAA privacy regulations.

#### **4. Investigation Process**

All complaints will be reviewed and investigated by the Privacy Officer or their designee. Appropriate corrective action will be taken when necessary.

#### **5. Non-Retaliation**

The university will not retaliate against any patient for filing a complaint.

#### **6. Documentation**

All complaints and investigation outcomes will be documented and maintained in accordance with state public records laws and regulations along with HIPAA compliance requirements.

Additional Resource:

[HEALTHCARE COMPLIANCE | Florida Atlantic University](#)