



## 10: Permit Recourse

Individuals have a right to challenge an organization about how their personal information has been handled. Here is a checklist to guide you:

- Has a person in the office been assigned to deal with complaints and is that person's contact information provided to patients and employees?
- Is there a form the individual can use to file a complaint?
- Are all the avenues of recourse specified (your organization and the Privacy Commissioner)?

Ensure employees are familiar with the procedures for responding to individual complaints. Here is a checklist to guide you:

- Record the date a complaint is received and the nature of the complaint
- Acknowledge receipt of the complaint promptly
- Assign the complaint to a person with the skills necessary to review it fairly and impartially
- Provide all relevant records to the investigator
- Investigate all complaints received
- Contact the complainant for clarification if necessary
- Record all decisions to ensure consistency in applying the Act
- Notify the complainant of the outcome of the investigation promptly, informing them of the steps taken
- Take measures to correct information handling policies and practices