Step 10 – Permit Recourse

Individuals, including patients and employees, have the right to challenge a practice’s compliance with PIPA. PIPA requires a practice to develop a process to respond to such complaints. If the individual who made the complaint is not satisfied with the practice’s response, he or she has the right to make a complaint to the College of Physicians and Surgeons at www.cpsbc.ca, and to the Office of the Information and Privacy Commissioner at www.oipc.bc.ca. Resolving complaints through the practice’s privacy officer can be a more efficient way to address patient or employee concerns relating to privacy and access to information issues. For more information, see Guidelines for Responding to Patient and Employee Complaints and Guidelines for Responding to Patient Requests to Access Their Personal Health Information.