



## 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](http://www.cpsbc.ca), and to the Office of the Information and Privacy Commissioner at [www.oipc.bc.ca](http://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](#).