

	<b>UNIFIED FIRE AUTHORITY ORGANIZATIONAL POLICY MANUAL</b>	
	Affiliation: Compliance and Records Division Policies	
	Title: <b>Procedure for Filing a Complaint</b>	
	Number: <b>200 – 080</b>	
	Approved: 6/13/2023	By: Fire Chief Dominic Burchett
Last Reviewed: 4/14/2025	By: Shelli Fowlks Records Mgr.	

**REFERENCES:**

[UFA Policy and Procedure – Professional Standards and Ethics Review](#)

**DEFINITIONS:**

See UFA Policy and Procedure - General Compliance and Records Definitions

**LEADERS INTENT:**

Unified Fire Authority (UFA) is required to provide a process for individuals to file a complaint who believe their rights granted by the Health Insurance Portability and Accountability Act (HIPAA) have been violated. UFA will document and thoroughly investigate all complaints received.

**POLICY:**

1.0 A complaint may be filed directly to the UFA Records Manager/Compliance Officer concerning compliance with any of the established UFA HIPAA policies and procedures, uses or disclosures of PHI, or about UFA’s compliance with the requirements of the Federal Privacy Rule.

All complaints should be directed to the UFA Records Manager/Compliance Officer at the following address and phone number:

Records Manager/Compliance Officer  
 Unified Fire Authority  
 3380 South 900 West  
 Salt Lake City, Utah 84119-4102  
 801-743-7285  
 Records@unifiedfire.org

2.0 A complaint may be filed directly to the federal government instead of UFA. If a person believes UFA is not complying with the applicable requirements of the Federal Privacy Rule, a complaint may be filed with the Secretary of the U.S. Department of Health and Human Services. The Privacy Rule states the following:

Complaints under this section must meet the following requirements:

2.1 A complaint must be filed in writing, either on paper or electronically by mail, fax, e-mail, or via the OCR Complaint Portal  
<http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>

- 2.2 A complaint must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the Federal Privacy Rule or the applicable standards, requirements, and implementation specifications of subpart E of part 164 of the Federal Privacy Rule, (45 CFR PART 164).
- 2.3 A complaint must be filed within 180 days of when the complainant knew or should have known that the act or omission complained of occurred, unless the Secretary for good cause shown waives this time limitation.
- 2.4 The Secretary may prescribe additional procedures for the filing of complaints, as well as the place and manner of filing, by notice in the Federal Register.
- 2.5 The Secretary may investigate complaints. Such investigation may include a review of the pertinent policies, procedures, or practices of the covered entity and of the circumstances regarding any alleged acts or omissions concerning compliance.

Replaces policy dated: July 1, 2019