

SOUTH LANE COUNTY FIRE & RESCUE BOARD POLICY

ADMINISTRATION
POLICY A-3

GRIEVANCES AND COMPLAINTS TO THE BOARD

3.0 INTRODUCTION:

Grievances and, complaints from District personnel shall be taken to the Fire Chief before being brought to the Board. Any member or group of members' may, at any time, appeal to the Board a decision from the Fire Chief. District personnel desiring to address the Board on any matter, shall direct their communications to the Fire Chief and not to the Board Members as individuals, except that copies of any communications may be sent to all of the Board Members as well as the Fire Chief.

3.1 Grievances or complaints from the public may be transmitted to the Fire Chief or the Board. If an appeal from the Fire Chief is desired, it shall be presented to the Board. The Board shall act on the request within 30 days. All decisions of the Board shall be final.

3.2 District patients have a right to make a complaint directly to the Privacy Officer of South Lane County Fire and Rescue 233 East Harrison Ave., Cottage Grove OR (541) 942-4493 concerning its policies and procedures with respect to the use and disclosure of protected health information (PH) about its patients. Patients may also make a complaint about concerns they have regarding the District's compliance with any of its established policies and procedures relating to the confidentiality and use or disclosure of patient health information, or about the requirements of the Federal Privacy Rule.

3.3 PATIENTS MAY ALSO MAKE A COMPLAINT TO THE GOVERNMENT

If a patient believes South Lane County Fire & Rescue is not complying with the applicable requirements of the Federal Privacy Rule they may file a complaint with the Secretary of the U.S. Department of Health and Human Services. The Privacy Rule states the following:

Requirements for filing complaints. Complaints under this section must meet the following requirements:

(1) A complaint must be filed in writing, either on paper or electronically.

SOUTH LANE COUNTY FIRE & RESCUE BOARD POLICY

- (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 sub part E of part 164 of the Federal Privacy Rule.
- (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.
- (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.
- (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 compliances.

3.4 Anonymous correspondence will not be considered officially by the Fire Chief and/or Board.

Adopted 03-31-2003

Revised 08-15-19