

# ***Top 10 Tips for Effectively Handling Customer Privacy Complaints***

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## ***Tip #10:***

- **Make your organization's Privacy Policy easily accessible to customers.**
  - **Place your Privacy Policy on your website.**
  - **Have a public brochure or other communication piece available at your place of business or by mail.**

## ***Tip #9:***

- **When training your staff about Privacy issues or complaints handling generally, include training for receiving and handling a Privacy Complaint.**
  - **Make sure your new staff are trained.**
  - **Refresh training for all staff on a regular basis.**

## **Tip #8:**

- **Empower your front-line staff to collect details about a Privacy Complaint at the first point of contact.**
  - **Avoid transferring a customer who wants to make a complaint.**
  - **Ask the customer for relevant names, dates, nature of the concern, how the customer may be contacted, copies of any relevant material the customer has, etc.**
- **Although complaints in writing are preferred, accept verbal complaints where appropriate. In all cases, adequate documentation should be kept of contact with the customer and details of the complaint.**

## ***Tip #7:***

- **Empower your front-line staff to resolve Privacy Complaints at the first point of contact where appropriate.**
- **Some concerns can be resolved simply by providing additional explanation to the customer about why a practice is in place.**

## ***Tip #6:***

- **View a Privacy Complaint as an opportunity to build customer confidence.**
  - **Thank the customer for bringing the matter to your organization's attention.**

## ***Tip #5:***

- **Make sure that your front-line staff know who your Privacy Officer is and how customers may contact him or her.**

## ***Tip #4:***

- **Make sure your Privacy Officer is appropriately advised about Privacy Complaints, even if the complaint is resolved at first point of contact.**

## ***Tip #3:***

- **Be aware of any statutory deadlines for responding to the customer.**
  - **Acknowledge receipt and let the customer know when they can expect a response.**
  - **If your response will be delayed, let the customer know.**

## ***Tip #2:***

- **After the complaint is resolved, determine if there are opportunities to review your internal processes for any systemic issues / opportunities for improvement.**

## ***Tip #1:***

- **Keep up-to-date on Privacy in the news and the decisions and findings of the various Privacy Commissions (especially BC, AB, QC, Federal.)**
  - **Be alert to issues of concern to customers and to Privacy Commissions.**
  - **Circulate relevant Privacy news items to your staff to keep them aware and vigilant on developing issues.**

## *For More Suggestions:*

- **Check out**
  - **B.C. PIPA Implementation Tool #7 “Setting Up a Complaint Handling Process”**  
[http://www.msar.gov.bc.ca/privacyaccess/Privacy/Tools/PIPA\\_Tool\\_7.htm](http://www.msar.gov.bc.ca/privacyaccess/Privacy/Tools/PIPA_Tool_7.htm)
  - **Alberta PIPA Pointer “Setting Up a Complaint-Handling Process”**  
<http://pipa.alberta.ca/resources/pdf/ComplaintHandling.pdf>

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