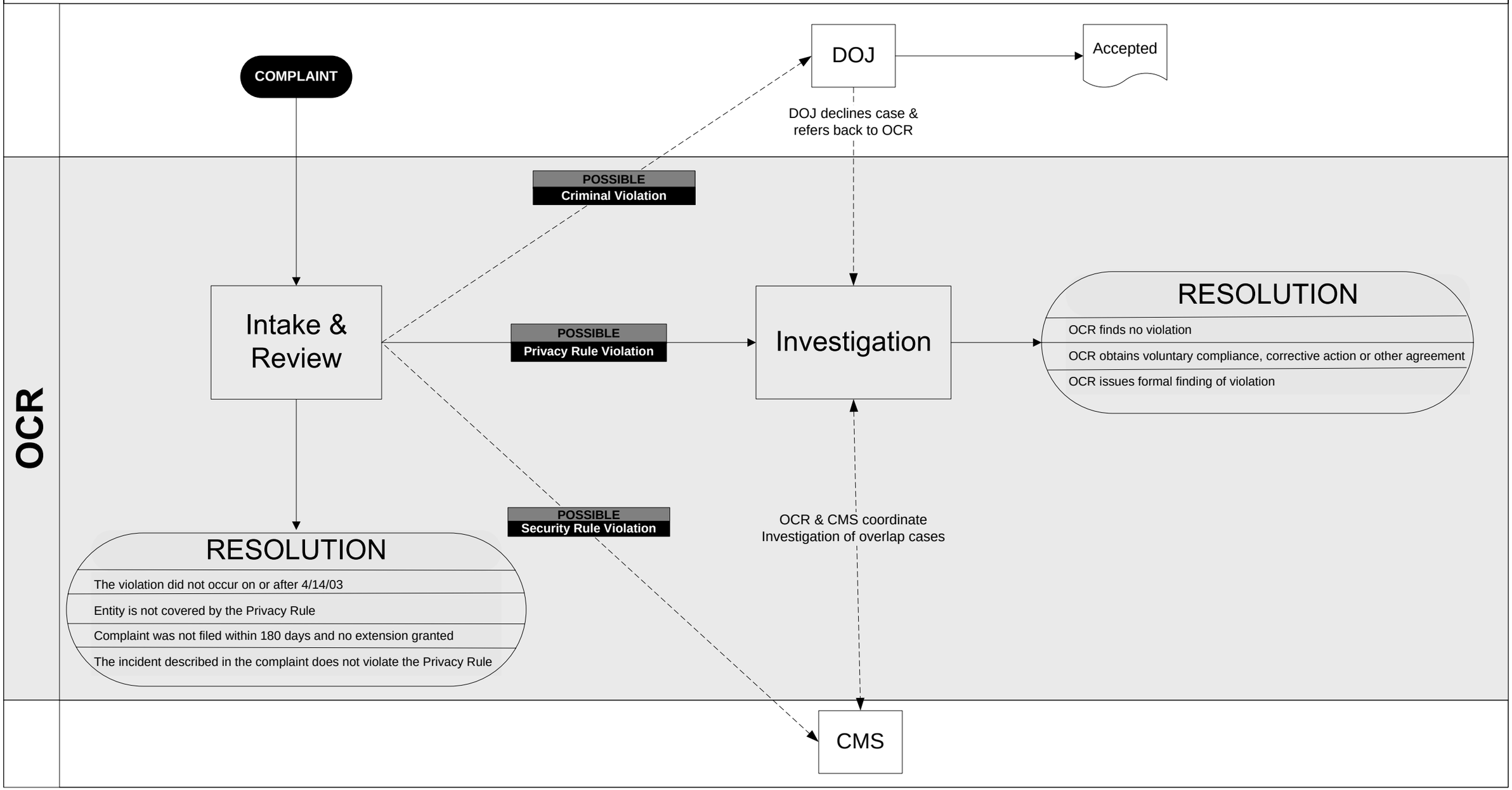HIPAA Privacy Rule Complaint Process