

**Anoka County Child Care Licensing
Family Child Care Provider Grievance Procedures**

Purpose: To provide licensed child care providers and applicants with a structured process and guidelines to address and resolve concerns about the child care licensing system in Anoka County.

Issues	Subject to Grievance	Procedure
Licensing worker directions/responses, and/or standards of conduct	Yes	<ol style="list-style-type: none"> 1. Talk directly with licensing worker within <u>10 working days</u> of the identified issue. 2. If no resolution can be reached or department follow through does not occur, contact the supervisor of the child care licensing staff <u>in writing</u> to express concerns and inquire about a course of action.
MN Rules, Statutes or court orders	No	
Complaint determinations	Yes	<ol style="list-style-type: none"> 1. Questions about the complaint investigation process should be directed to the child care licensing social worker who conducted the investigation or the child care licensing supervisor within <u>10 working days</u> of the complaint visit. 2. Any correction order issued or negative action taken against you as a result of the investigation may be appealed to the Commissioner of Human Services.
Release of <u>public</u> licensing data	No	
Correction orders	Yes	<ol style="list-style-type: none"> 1. If you believe any citation is in error, contact the Commissioner of Human Services to request reconsideration of the parts you believe to be in error within <u>20 calendar days</u> after receipt of the correction order. (See information on top right corner of Correction Order.)
Equal opportunity in services	Yes	<ol style="list-style-type: none"> 1. If you believe you have been denied services based on discrimination, you must file a written complaint within one (1) year of the alleged discrimination. To file a complaint, call or write the Minnesota Department of Human Services (DHS) to request a discrimination complaint form. The address is: Civil Rights Coordinator, Office for Equal Opportunity, Affirmative Action & Civil Rights, Department of Human Services, 444 Lafayette Road, St. Paul, MN 55155-3812, or call: 651-296-0420.