DEPARTMENT OF HUMAN SERVICES
LICENSING DIVISON

Grievance Procedure-Sample

Family Child Care

Minnesota Statutes, section 245A.04, subdivision 1 (d). GRIEVANCE PROCEDURE. Requires that an applicant and license holder must have a program grievance procedure that permits persons served by the program and their authorized representatives to bring a grievance to the highest level of authority in the program. Please write your grievance policy for your program below.