

In accordance with the above data privacy regulations, callers are offered the following public information:

Date of initial licensure with Anoka County

Class of license (A, C1, C2, etc.)

Date of complaints, nature of complaints (the rule part allegedly violated, such as supervision, behavior guidance, etc.) and the final determination made.

Information regarding disciplinary actions taken against a provider.

Staff inform callers that providers are aware that this information is public and that they are usually supportive of parents obtaining this information. Callers are encouraged to discuss the information they receive with the provider directly. Should a caller ask any other questions relating to public information it will be shared.

Here is an example of how we would respond to a parent calling to ask for information about a complaint:

“On March 10, 2019 Anoka County Child Care Licensing received a complaint alleging inadequate supervision of children in care. The complaint was investigated, and we determined it did not occur.”

Data privacy laws are very complex. Licensing staff make every effort to be respectful of providers and parents while complying with these laws. Staff frequently consult with the County Attorney’s Office regarding complex or unusual requests for information.

## WHAT ARE MY RIGHTS?

Minnesota Rule 9502.0335, Subpart 13 and Minnesota Statute 245A.04, Subdivision 5 state that the provider must give “authorized representatives of the commissioner or agency” access to the child care home whenever the program is in operation. You do, however, have the right to appeal any correction order issued or negative action taken against you as a result of the investigation.

Questions about the complaint investigation process or data privacy issues should be directed to a child care licensing social worker or the child care licensing supervisor at 763-324-1235.

## Anoka County Child Care Licensing

# COMPLAINT INVESTIGATION PROTOCOL

## YOUR RIGHTS AND WHAT TO EXPECT IN A COMPLAINT INVESTIGATION

Anoka County Child Care  
Licensing 2100 Third Avenue,  
Suite 500 Anoka, MN  
55303-5049

Phone: 763-324-1235

Fax: 763-324-3740

4-2019

Prepared by Anoka  
County Child Care  
Licensing

Phone: 763-324-1235

[www.anokacounty.us/childcarelicensing](http://www.anokacounty.us/childcarelicensing)

