

## *Public Information about the Complaint*

Hennepin County is required under the Minnesota Data Practices Act to disclose information about complaints once they have been investigated. A complaint remains part of your public record for as long as you are licensed. If a negative action is taken, callers will be notified of the type of action taken. The extent to which you are protected by data privacy laws should be discussed more fully with Child Care Licensing.

## Access to Your Home

Access to the residence and property by licensing staff during child care operating hours is governed by Rule and Statute as documented below. Refusal to allow access to your home by licensing staff during hours of childcare operation could be grounds for negative action, including, but not limited to revocation of the license.

Our access to your home is required under Minnesota Statutes 245A.04 , Subp. 5.

Read more about these rule and statutes. You can find them on our website at: [www.hennepin.us/childcare](http://www.hennepin.us/childcare).

Hennepin County  
Family Child Care Licensing



## Complaint Investigation Protocol

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*Your Rights and What to  
Expect in a Complaint  
Investigation*

*Prepared by  
Hennepin County Child Care Licensing*

**Coverage Line: 612-348-3883**

## Complaint Investigation Process

The process begins when Hennepin County receives a complaint alleging a violation of a rule or statute requirements. The complaint investigator will make an unannounced visit to your home and will do the following:

- Provide you with a document called “Notice of Privacy Practice.” This document contains important information about your privacy rights.
- The investigator will give you a copy of this brochure and will explain that he or she is there to investigate a complaint made against you.
- You will be informed about the nature of the complaint.

After this initial information is given, the investigator will ask you questions in an effort to make a determination about the complaint. The investigator may also inspect your home. Depending on the nature of the complaint, the investigator may speak with current or former clients. You will be given an opportunity to respond to the complaint.

In certain situations, police, child protection, or other professionals may also be involved in the investigation process. These other professionals will provide you with information about your rights regarding their specific investigations.

*The Minnesota Data Practices Act does not permit the disclosure of who made the complaint.*

### Possible Outcomes of the Investigation

Once the investigation is complete, the investigator will make one of three possible findings regarding the complaint:

<b>Occurred</b>	This means that the investigation has found by a preponderance of evidence that a licensing violation occurred.
<b>Did Not Occur</b>	This means that the investigation resulted in a finding that a licensing violation did not occur.
<b>Unable to Determine</b>	This means the investigation was unable to determine by a preponderance of evidence whether a license violation occurred.

### What Will Happen if the Complaint Finding is “Occurred”?

Corrective action must be taken if there is a finding of a rule or statute violation. Such action would be in the form of a correction order or a negative action against your license.

### What are My Rights?

You have the right to request reconsideration of any correction order issued. You also have the right to appeal or ask for reconsideration of any negative action taken against your license as a result of the investigation.

### What Happens When the Investigation is Over?

In most cases, your business will continue as usual. If a negative action is issued against your license, parents of your child care will be notified and there may be consequences for your business. A Hennepin County licensing worker will talk with you about how the proposed action will affect your business.



**Hennepin County**  
**Human Services & Public Health Dept.**

Child Care Licensing  
300 South Sixth Street, Mail Code 630  
Minneapolis, MN 55487

Phone: 612-348-3883  
Fax: 612-321-3846  
Website: [www.hennepin.us/childcare](http://www.hennepin.us/childcare)  
E-Mail: [hsph.childcareinfo@hennepin.us](mailto:hsph.childcareinfo@hennepin.us)