

HENNEPIN COUNTY  
HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT  
CHILD CARE LICENSING  
**GRIEVANCE PROCEDURE**

**Grievance Procedure:**

An applicant or license holder must have a program grievance procedure that permits persons served by the program and their authorized representatives to bring a grievance (i.e., a complaint or injustice) to the highest level of authority in the program (Minnesota Statutes 245A.04, Subdivision 1(d)).

**My grievance procedure is:**

\_\_\_\_\_  
Parent(s) Signature (print and sign name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Signature (print and sign name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant Signature (print and sign name)

\_\_\_\_\_  
Date

**CONCERNS / COMPLAINTS ABOUT A CHILD CARE PROGRAM**

Good communication between parents and the provider is an essential part of any successful child care arrangement. Each party should feel free to share concerns and ask questions. I welcome your questions and feedback so that together we can assure a happy, safe, and nurturing child care environment for your child.

**If concerns cannot be satisfactorily resolved between us you may call:**

Hennepin County Child Care Licensing: 612-348-3883

**or**

My Hennepin County Licensor - Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Note: Provider is required to discuss their policy with each family in care and to place a copy in each child's or family's file.**