

Child Care Licensing Complaint Process

To **make a complaint** about a licensed family child care home, call 763-324-1235 or email childcarelicensing@co.anoka.mn.us If the situation involves a possible child protection issue, you may also want to contact Anoka County Child Protection at 763-324-1440. If it is an emergency please 911.

To register a complaint about an unlicensed provider who is operating illegally, i.e., taking care of children from multiple families, please call 763-324-1235, or email childcarelicensing@co.anoka.mn.us

Complaint process

Anoka County Child Care Licensing is required to investigate possible violations of child care licensing rules. (Disputes regarding contractual issues are not investigated by licensing.) This is usually through a face to face contact between the provider and the complaint investigator. The provider must be told of the allegations, but information pertaining to the reporter is always confidential. Once the investigation is completed a finding is made by the agency. The agency makes one of the following findings:

- **Occurred-** This means that the facts contained in the complaint were found to be true. This finding could result in a correction order, negative action, or some other form of correction as deemed appropriate by the licensor, the county attorney, and the program supervisor. A negative action would only be taken in the most serious cases.
- **Did Not Occur-** This means that after investigation, the investigator found the complaint to be false. Usually no further action is taken.
- **No Determination-** This means that after investigation, the investigator was unable to make a positive finding as to whether or not the facts alleged were true. Licensing staff may offer suggestions or corrections if warranted.

After the complaint

All complaints are retained in the licensing file. The Minnesota Data Privacy Act prevents us from releasing certain information about the complaint, such as any identifying information about the reporter. However, the nature of the complaint, such as lack of supervision or overcapacity, is considered Public Information once the investigation is completed. The Minnesota Data Privacy Act requires the release of the basic complaint information, the results of the investigation (Occurred, Did Not Occur, No Determination) and whether or not any corrective action was taken as a result. Parents may contact the provider if they want more information than the agency can provide in any given case.

Provider's rights

Providers have the right to give input into the process. The provider has the right to appeal a correction order or negative action if she or he feels it is incorrect. Under the licensing rule, the licensor has the right to enter the home at any time the child care program is in operation.