

# Hennepin County Family Child Care Licensing

## Complaint Investigation Procedure

### *Your rights and what to expect in a complaint investigation*

#### Complaint investigation process

If Hennepin County Family Child Care Licensing receives a complaint alleging a violation of a rule or statute requirements, an investigation will begin.

A complaint investigator will:

- Make an unannounced visit to your family child care, explaining they are there to investigate a complaint
- Inform you about the nature of the complaint, but not the source of the report as the reporter name is confidential
- Provide you with a document called “Notice of Privacy Practice,” which contains important information about your privacy rights
- Ask you questions and may 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 authorities may also be involved in the investigation process and will provide you with information about your rights regarding their specific investigations.

#### Public information about the complaint

Hennepin County is required under the Minnesota Data Practices Act to disclose information about complaints once the investigation is complete. A complaint remains part of your public record for as long as you are licensed. If a licensing action is taken, the complaint reporter will be notified of the type of action taken. You can discuss the extent to which you may be protected by data privacy laws with Family Child Care Licensing.

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Hennepin County  
Family Child Care Licensing  
P.O. Box 648, Minneapolis, MN 55440  
612-348-3883  
[hennepin.us/childcare](http://hennepin.us/childcare)

#### Possible outcomes of the investigation

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

- **Occurred**
- **Did not occur**
- **Unable to determine**

To make a finding that the complaint occurred, there must be a “preponderance of evidence,” meaning it is more likely than not.

#### What happens 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 licensing action against your license.

#### What are my rights?

You have the right to request reconsideration of any correction order issued. You also have a right to appeal or ask for reconsideration of any licensing 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 licensing action is issued against your license, clients of your child care will be notified. A Hennepin County licensing worker will talk with you about how the proposed action will affect your business.

#### Access to your family child care

Our access to your family child care is required under Minnesota Statutes 245A.04, Subd. 5.

Refusal to allow access to your family child care by licensing staff during hours of child care operation could be grounds for a licensing action, including but not limited to revocation of the license.

Find more Minnesota rules and statutes at [www.hennepin.us/childcare](http://www.hennepin.us/childcare) under “Rules and laws.”

