Policy Name	**Child Care and Foster Care Provider Grievance Policy**
Policy Number	**3.402**
Origination Date	**3/19/19**
Board Approval Date	**3/19/19**
Policy Owner	**Social Services Supervisor – Children's**
Responsible Personnel	Licensing Staff
Regulatory Requirement	MN Rules 9543-0010 – 9543.0150 (Rule 13)
Cross References	(Includes but not limited to Department processes, workflows, guidelines or other policies etc…)
Attachments	

Policy Purpose

Pursuant to the above regulatory authorities. The Child Care and Foster Care Provider Grievance Procedure is established to resolve areas of disagreement between the foster care providers and agency personnel. The agency is responsible for grievances which involve foster care provider disagreements with agency policy, procedure or practice.

Procedure

1. **Administrative Procedure:** If a child care or foster care provider files a written grievance requesting resolution of a disagreement between themselves and the agency a formal grievance procedure has begun. The written request must include a statement of the issues or concerns and the relief sought by the child care or foster care provider. The request for a grievance meeting must be sent directly to the director of social services or designee. The agency must, upon request, provide assistance to the child care or foster care provider in filing the grievance.
    a. **Level One Grievance:** Within ten days of receipt of the written request the agency must convene a meeting to address the grievance. Persons in attendance at the meeting may include the child care or foster provider, the placing social worker and/or licensing worker, and a social work supervisor(s). Other interested person, such as, a child care or foster care provider support person, a service provider, or the child's parent(s) may attend if the agency determines this appropriate. The presence of other interested persons must be approved by the agency to ensure protection of data practices. At least one supervisor who has the authority to influence the implementation of agency policy, procedure, and practice must be present. At the conclusion of the meeting, one of the following may occur:
        i. If the grievance is resolved to the child care and foster care provider's satisfaction, the resolution must be documented and signed by the child care or foster care provider and the agency representative. A written decision must be finalized within twenty (20) days.

ii. If the grievance is not resolved to the child care or foster care provider's satisfaction, the child care or foster care provider may verbally request to continue the grievance process at level two.

b. **Level Two Grievance:** If the grievance was not resolved at level one, and the child care or foster care provider requests to continue the grievance process, a meeting must be held within ten (10) days of the request. A level two grievance plus the addition of the agency director and/or third party, selected by the agency, who is not directly involved with the case. The agency director or third party must have the authority to influence the implementation of agency policy, procedure and practice. This meeting provides another opportunity for resolution of the disagreement. At the conclusion of this meeting, one of the following may occur:

   i. If the grievance is resolved to the child care or foster care provider's satisfaction, the resolution must be documented and signed by the child care or foster care provider and the agency representative. A written decision must be finalized within twenty (20) days.

   ii. If the grievance is not resolved to the child care or foster care provider's satisfaction, the child care or foster care provider may verbally request to continue the grievance process at level three.

c. **Level Three Grievance:** The agency provides a third level of review of an unresolved child care or foster care provider grievance by providing the child care or foster care provider with an opportunity to present their grievance to the county board or designated committee of the board. At the conclusion of this meeting, one of the following may occur:

   i. If the grievance is resolved to the child care or foster care provider's satisfaction, the resolution must be documented and signed by the child care or foster care provider and the agency representative. A written decision must be finalized within twenty (20) days.

   ii. If the grievance is not resolved to the child care or foster care provider's satisfaction, the child care or foster care provider is expected to end the grievance process.

Violation of this Policy

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to Swift County. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

Signatures:

Date:

Human Services Director: Catherine Lee

Board Approval: Gary Hendrickx
Board Chair

County Administrator: Kelly Bean