

## GRIEVANCES

### Grievance Procedure Against the Agency

Minnesota Rules 9543.0060 Subp. 5. Establish a grievance mechanism for resolving differences between the Agency and the license holder and provide the license holder with a written description of grievance procedures;

If you disagree with an Agency decision or are dissatisfied with services from an Agency representative:

Discuss the problem with the Licensing Worker or Social Worker involved. If the issue is not resolved, call that worker's supervisor to discuss the issue.

If not resolved, a written grievance requesting resolution of a disagreement between themselves and the Agency will be submitted to the division director. The written complaint should contain a statement of the issues and how it should be resolved. Within 30 days of the director receiving it, the grievance will be responded to by writing, a phone call or a meeting.

If you still feel as if the concern has not been addressed adequately, you may call the Office of the Ombudsperson.

Understand that the final decision-making authority rests with the Agency or court. Certain actions are not to be grieved. These include contractual agreements and placement decisions.

The provider still needs to carry out the child's case plan even if there is no consensus.

### Grievance Procedure for Foster Children

Minnesota Rule 2960.3080 Subp. 10. The license holder must work within the licensing Agency to develop written complaint and grievance procedures for foster children. The procedures must meet at least the following requirements:

- A. The Agency or license holder must tell the child and the child's parent or legal representative about the complaint and grievance procedures and upon request give the child or the child's parent or legal representative a copy of the procedure and any forms needed to complain or grieve.
- B. The license holder must notify the placing and licensing Agency about a written complaint or grievance and the resolution of the complaint or grievance; and
- C. A license holder's response to a complaint or grievance that alleges abuse or neglect must meet the requirements of the Maltreatment of Minors Act, Minnesota Statutes, section 626.556.