

Public Information Regarding the Complaint

Scott County is required under the MN Data Practices Act to disclose information about complaints once they have been investigated. If a negative action is taken, parents who have children in your care and callers will be notified of the findings and type of action taken. People calling to inquire about your child care business will also be informed of the findings of all investigations. The extent to which you are protected by data privacy laws should be discussed more fully with your licensor.

Here is an example of how we would respond to a caller asking for information about a complaint:

“On March 10, 2008, Scott County Licensing received a complaint alleging inadequate supervision of children in care. The complaint was investigated and we determined it did not occur.”



Scott County Human Services
Government Center 300
200 Fourth Avenue West
Shakopee, MN 55379

Phone: 952-445-7751
Fax: 952-496-8016

SCOTT COUNTY CHILD CARE LICENSING

Complaint Investigation Protocol



**“Your Rights and What
to Expect During a
Complaint
Investigation”**

Phone: 952-445-7751

Complaint Investigation Process:

The process begins when Scott County Human Services receives a complaint call. We first determine if the complaint relates to a licensing issue. If so, the complaint is assigned to a licensor to investigate.

The complaint investigator will make a visit to your home (usually unannounced) and will do the following:

- Provide you with a brochure that explains your rights as a client of the Human Services Department, including data privacy rights.
- The investigator will explain the investigation process when a complaint is filed.
- You will be informed about the nature of the complaint. However, the source of the complaint is completely confidential.

After the initial information is given, the investigator will ask you questions in an effort to determine if the complaint is true. The investigator will also inspect your home. Depending on the nature of the complaint, the investigator may seek permission from you to speak with current or former clients. You will be given an opportunity to respond to the complaint.

In certain situations, police, child protection, and other professionals may be involved in the process. They will also provide information regarding your rights in relation to their investigation.

Possible Outcomes of the Investigation:

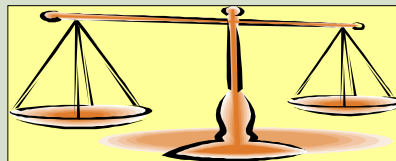
Once the investigation is completed, the investigator will make one of three possible findings regarding the complaint:

- **OCCURRED:** The investigator has found evidence to support that the complaint is true.
- **DID NOT OCCUR:** The investigator found that the complaint was not true.
- **UNABLE TO DETERMINE:** The investigator was unable to determine for sure whether or not the complaint was true.

What will happen if the complaint was determined to have occurred?

Most often a correction action is taken if there is a rule violation in a licensed childcare home. This may be in the form of a correction order or a discussion between the investigator and the provider and what happened and how it can be avoided in the future. It could also result in a recommendation for a negative action against your license. The negative action may include an immediate temporary suspension, a suspension, a fine, or a conditional license.

The decision regarding what kind of action should be taken will most often be made by your licensor at the completion of the investigation. In some cases, a supervisor or county attorney may also be involved.



What happens when the investigation is over?

Once the investigation is over, your licensor will be available to talk with you about any follow up issues from the investigation. In most cases your business will continue as usual. If a negative action is taken against your license, daycare parents will be notified and there may be consequences for your business. Your licensor will talk with you about how the proposed action may affect your business.



What are my rights?

MN Rule 9502.0335, Subpart 13 states that the provider must give "authorized representatives of the commissioner or agency" access to the daycare during childcare hours. You do, however have the right to appeal any correction order of negative action taken against you as a result of the investigation.