

## **Provider Grievance Policy**

Chapter 245.04

(d) An applicant and license holder must have a program grievance procedure that permits the person served by the program and their authorized representative to bring a grievance to the highest level of authority in the program.

**Grievance Policy:** (Minnesota Statute, 245A.04, subd 1d) – The State wants you to put in your own words how you handle problems/grievances with staff, substitute care givers, foster clients, foster children, guardians, and/or parents of foster children. Below is a sample policy.

“As issues arise with staff, parents, guardians, or foster children I will discuss the issues with them and obtain their input. I expect the same in return. If necessary, I will hold a special meeting to discuss the issues working in a partnership with all interested parties to resolve all conflicts. If we are not able to resolve the issue, you may contact Benton County Human Services at (320) 968-5087 and ask for a licenser or intake worker. “

**This is my grievance policy:**

I will review my grievance policy with each family member, caregiver, client, foster child, guardian and/or staff.

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date