**Grievance Policy**

**Program Name: click here to insert program name**

1. **Policy**

It is the policy of this DHS licensed provider (center) to have have a program grievance procedure that permits persons served by the program and their authorized representatives to bring a grievance to the highest level of authority in the program.

**II. Procedures**

* + 1. A participant or a participant’s authorized representative may bring a grievance to the highest level of authority in the program according to [Minnesota Statutes, section 245A.04, subdivision 1, paragraph (d)](https://www.revisor.mn.gov/statutes/cite/245A.04#stat.245A.04.1).
    2. That person is **click here to insert name of the person with the highest level of authority**
    3. They may be reached at **click here to insert the highest authority’s mailing address**
    4. or **click here to insert the highest authority’s telephone number**

**Policy reviewed and authorized by: click here to enter name and title**

**Date of last policy review: click here to enter date of last policy review**

**Date of last policy revision: click here to enter date of last policy revision**

**Legal Authority:** Minnesota Statutes, section 245A.04, subdivision 1, paragraph (d)