



NeighborImpact Child Care Resources
Child Care Complaint Policy & Procedure

Section: Program Design & Management	PC Approval Date: n/a
Title: Child Care Provider Complaint Policy	
Forms Required: n/a	
Performance Standards:	Page 1 of 2

Policy and Purpose: NeighborImpact- Child Care Resources (CCR) maintains an effective system for documenting and responding to complaints received concerning local child care providers. For the health, safety and well-being of children, Child Care Resources accepts complaints regarding child care providers and when necessary forwards them to the appropriate regulatory agency.

CCR supports quality child care in the community. CCR is dedicated to building quality child care supply by supporting child care providers. CCR provides referrals to parents seeking child care- **recommendations are not given.**

Members of the CCR staff are mandatory child abuse and neglect reporters and follow mandatory reporting laws. Unless members of the program staff are required by law to report the information collected, the information will not be shared.

This policy is consistent with Oregon Child Care Resource and Referral Network’s recommendations and intent to standardize policies regarding complaints about child care providers that are received by local CCR&Rs.

Procedure:

When complaints regarding a child care provider are received CCR will do one or more of the following:

1. Take down pertinent information. CCR does not act as a mediator nor is it a regulatory agency but does track complaints received.
2. Advise the caller to make a first hand complaint to the appropriate person or agency.
3. Notify the appropriate agency by sending a copy of the complaint and pertinent information. These include:
 - Child Care Division and/or Department of Human Services (DHS) Child Care Unit for violations of rules and regulations
 - DHS Child Welfare and or law enforcement for suspected child abuse or neglect
4. Write a letter, if appropriate, and/or phone the provider indicating the nature of the complaint and offer technical assistance.
5. Suspend a provider from the referral database and the Oregon Child Care Resource and Referral Network online searchable database i.e. the website.

SUSPENSION OF REFERRALS

If referrals to a provider are suspended:

1. The provider will be notified within 10 working days except when such notification would interfere with an investigation by regulatory agency or law enforcement.
2. If anyone inquires about a suspended provider, they will be told only that the provider is not receiving referrals from CCR.
3. Suspension will remain in effect until CCR is satisfied that the conditions have been corrected, eliminated or the provider is no longer enrolled with CCR.

CIRCUMSTANCES FOR SUSPENSION OF REFERRALS:

The following are circumstances that **may** result in immediate suspension of referrals:

1. Reports of conditions which jeopardize children’s safety.
2. Non-compliance with CCR guidelines.
3. Complaints from more than one person regarding similar conditions.
4. Failure of the provider to respond to inquiries or offers of assistance.

The following will result in immediate suspension of referrals:

1. License suspended, denied, or revoked by CCD.
2. Denial of DHS listing.
3. Information from an agency that an investigation of suspected child abuse, neglect or other illegal action is taking place.

REMOVAL FROM CCR&R DATABASE

Causes for permanent removal from CCR enrollment **may** include but are not limited to:

1. Confirmation of complaints justifying temporary suspension of referrals or continued failure to correct conditions underlying complaints.
2. Failure to respond to CCR inquiries concerning complaints.
3. Serious injury to children due to conditions in the provider's control.
4. A history of complaints, from more than one source, concerning the children's health, safety or well-being.
5. CCD revocation/denial
6. DHS denial.

REMOVAL PROCEDURES

When the decision is made to remove a provider from CCR enrollment:

- CCR will notify the provider of permanent removal by certified mail within 10 working days.
- Responses to inquiries made regarding the provider will be limited to the information that the provider is no longer enrolled with CCR.

PROVIDER REMOVAL APPEAL PROCEDURES

1. Notice of intent to appeal must be made in writing, by the provider, within 10 working days of receiving the certified letter. Appeal should be addressed to:

**Director /Child Care Resources
2303 SW First St.
Redmond, OR 97756**

2. The CCR Advisory group will appoint a committee for the appeal. It will consist of at least one 1 CCR staff member and two CCR Advisory Committee members.
3. The committee will meet with the provider appealing permanent removal within 30 days of notice of appeal.
4. The decision of this committee shall be communicated in writing to the provider within 10 working days after the hearing and shall be final.

NOTE: This policy is subject to revisions. To obtain the most recent copy contact:

NeighborImpact
Child Care Resources
(541) 541-2380 (main line)
ccr@neighborimpact.org
www.neighborimpact.org
(541) 548-6013 (fax)

