



Child Care Provider Complaint Policy

The California Department of Education, Child Development Division, requires Resource and Referral agencies to develop and implement a policy regarding complaints received about child care providers.

Although not a regulatory agency, Options for Learning periodically receives complaints regarding child care providers. Options for Learning will handle complaints in the following manner:

Complaints regarding non-compliance with licensing regulations and/or suspected child abuse:

1. Complaints alleging non-compliance with licensing regulations or suspected child abuse, are referred to Community Care Licensing, the Child Abuse Hotline, and/or appropriate law enforcement agencies. Complainants will be encouraged to report complaints directly to the appropriate law enforcement or regulatory agency.
2. Depending on the nature of the complaint, Options for Learning may elect to temporarily suspend referrals to the child care provider while allegations are being investigated. If the allegation is substantiated or if the investigation is ongoing no referrals will be made to the child care provider until Options for Learning has been notified by Community Care Licensing that the complaint has been resolved and cleared.
3. Options for Learning is available to provide technical assistance in order to support the child care provider in addressing quality and/or licensing deficiencies.

Complaints regarding areas not related to non-compliance with licensing regulations:

1. Complaints regarding individual program policies, curriculum and philosophy, and other child care or business related concerns will be discussed with the concerned person.
2. Options for Learning will not get involved in settling disputes between parent and child care provider but will offer consumer education and possible ways to resolve the situation.

Disclaimer

Options for Learning reserves the right to withhold referrals to a child care provider or to remove a child care provider from the data files should they determine that a significant care deficit exists. If a child care provider is removed from the data files, they will be notified by mail and will be informed of the appeal process.

Complaints from a concerned person will be documented and kept confidential by Options for Learning personnel.