



Complaints about Child Care Facilities and Providers

The CCR&R has established the following guidelines in an effort to best meet the needs of parents, children, and providers in child care: All providers are licensed or registered by the Virginia Department of Social Services (VDSS) and meet minimum standards of health and safety.

We believe one important way to support the quality of child care is to maintain an effective system for documenting and responding to complaints. We reserve the right to suspend or remove providers from our files when a serious question arises concerning the safety of the children. When the CCR&R at receives a serious complaint, we report the complaint ourselves as well as urge the person(s) with the complaint to alert the proper authorities

Procedure:

1. All complaints will be handled by the Project Manager.
2. All complaints will be documented and kept on file.
3. The Project Manager will encourage the parents and providers to resolve personal differences between them. Personal complaints may result from differences in child-rearing practices, style, or business disagreements. It may be necessary to make other child care arrangements if an agreement cannot be reached. Usually these complaints will not lead to suspension or removal from the database. However, several parents expressing the same complaint or unresponsiveness from the provider to respond could constitute removal or suspension.
4. All complaints regarding licensing violations will be handled by the Virginia Department of Social Services Division of Licensing Programs.
5. If a complaint involves a VDSS licensing violation the Project Manager will urge the complainant to file a report with the proper authorities
6. Whenever CCR&R at Infant/Toddler is aware of an official complaint filed with VDSS concerning a provider, the provider will not be referred to parents until the investigation has been resolved.

CCR&R at Infant/Toddler will determine whether or not to reinstate the provider into the referral system. This determination may depend on further follow-up by the CCR&R. The procedures used in this decision are as follows:

Conditions of Temporary Suspension or Permanent Removal

The CCR&R will respond to serious complaints by temporarily suspending or recommending permanent removal of a provider. These are complaints that may jeopardize the children's health and safety. Some examples of such complaints are listed below:

- Incidents of child abuse or neglect at the hands of a provider or information that the provider is under investigation by licensing or other agencies because of allegations of child abuse or neglect.
- Failure by a provider to report indications of child abuse or neglect in accordance with legal reporting requirements.
- Unsafe or chronically unsanitary conditions or information that licensing or other agencies are investigating a provider because of allegations of such conditions.
- Discrimination by a provider, for example, in hiring or enrollment practices.

Permanent Removal

Examples of cause for permanent removal from the CCR&R NACCRRAware database include:

- Loss of license or other certifications or permits necessary to do business as a licensed provider.
- Failure to renew the license by VDSS.
- Failure to comply with licensing rules and regulations such as over the number of children allowed by VDSS
- Failure to provide a safe environment which results in serious injury to the children.

Reinstatement

Providers are eligible for reinstatement in the CCR&R NACCRRAware database system pending VDSS notification.