

COMPLAINT POLICY

INTRODUCTION

Updated August 8, 2006

Child Care Information Service (CCIS) believes the responsibility of providing quality child care for children rests with the provider giving daily care. We are dedicated to supporting, encouraging, training, and consulting with providers enrolled with us. When we receive a complaint on a provider, we address it according to our policy. We do not report to Child Welfare Services (CWS), except in cases of suspected child abuse or neglect. We believe a person who suspects child abuse or neglect has a responsibility to make a report to CWS or the local law enforcement agency. Any regulatory or licensing complaints would be directed toward the Child Care Division (CCD) at 1-800-556-6616.

Complaints are reviewed individually by the CCIS Program Director and referred to the CCIS Complaint Review Committee. The CCIS Program Director and the CCIS Complaint Review Committee together determine the most effective plan of action. It is the hope of CCIS that this Complaint Policy will help parents, providers, and CCIS communicate and establish ways to support children and their families.

GUIDELINES

The following guidelines are a condensed version of the CCIS Complaint Policy. Our intent is to provide a general overview of our complaint policy and procedures. The overview is not intended to be all-inclusive, but is meant to serve as a set of guidelines. A copy of the complete policy is available upon request.

1. All complaints will be recorded on a CCIS Provider Complaint Form and forwarded to the CCIS Program Director. When determined appropriate, the CCIS Program Director will schedule a meeting with the CCIS Complaint Review Committee.
2. CCIS will advise the caller to make a first-hand complaint to the designated person and/or agency and if appropriate, contact:
 - a. The other person involved if a personal conflict;
 - b. CCD if rules and regulations are violated;
 - c. CWS or law enforcement personnel if suspected child abuse or neglect.
3. The CCIS Complaint Review Committee reserves the right to determine the most appropriate procedure to follow, based on the information received and the severity of the complaint.
4. Conditions that could jeopardize children's safety in any way may result in temporary suspension of referrals. Other reasons for a non-referral status include, but are not limited to:
 - a. Complaints from more than one parent concerning the same conditions;
 - b. Failure of the provider to respond to inquiries or offers of assistance;
 - c. Information that an investigation may be conducted by an agency because of suspected child abuse, neglect, or other illegal activities.
5. While CCIS will not act as liaison in personal conflicts between providers and parents, a record of complaints will be kept in order to identify patterns of dissatisfaction.

- a. If it seems appropriate and helpful, and if the person making the complaint agrees, CCIS will notify the provider of a personal complaint.
 - b. Normally, these complaints will not lead to a non-referral status or removal of a provider from our referral list unless several parents make the same or similar complaints and/or the provider fails to respond to inquiries or offers of assistance.
6. Non-Referral Status Procedure:
 - a. The CCIS Program Director shall ordinarily notify the provider in writing of the suspension of referrals within 10 working days of the suspension unless there is reason to believe that notifying the provider of the suspension could interfere with or undermine the investigation of a licensing violation, child abuse, or other serious matter by the responsible agencies.
 - b. The provider is immediately removed from the referral system.
 - c. If possible CCIS will work with the provider to correct conditions prompting the suspension if deemed appropriate by CCD or CWS.
 - d. Non-referral status will remain in effect until CCIS is satisfied that the condition(s) have been corrected or eliminated, or CCD/CWS investigation is still in process, or provider is permanently removed from referral list.
7. Causes for permanent removal include:
 - a. Confirmation of complaints justifying non-referral status, or continuing failures to correct questionable conditions.
 - b. Persistent failure to respond to CCIS inquiries concerning complaints.
 - c. Serious injury to children caused by conditions in the control of provider.
 - d. A continued history of complaints concerning children's safety, health, or well being.
 - e. Loss of license, registration, or other regulatory issue where CCD has deemed it inappropriate for the provider to continue care.
8. Permanent Removal Procedures:
 - a. CCIS Complaint Review Committee shall meet and render a decision within 10 working days of receipt of CCIS Program Director's recommendation for permanent removal.
 - b. CCIS will notify the provider of permanent removal by certified mail within 10 days after a decision.
 - c. Responses to inquiries made concerning the provider will be limited to the information that the provider is not included on the current CCIS referral list.
9. Permanent removal may be appealed by the provider following this procedure:
 - a. Notice of intent to appeal must be made in writing within 5 days of receipt of certified letter. Address appeal to:
Child Care Information Service; Attn: Complaint Review Committee
2475 Center St NE, Salem, OR 97301.
 - b. An Appeals Committee will meet with the provider whom is disputing permanent removal within 30 days of receipt for a hearing.
 - c. The decision of the Appeals Committee will be mailed to the provider within 10 days of the decision of the Appeals Committee. The decision of the Appeals Committee will be final.