

### Child Care Resources' Complaint and Provider Referral Policy:

Child Care Resources (CCR) recognizes the valuable service child care providers offer the community. The goal of our information and referral phone line is to provide a link between parents and providers so that parents can find quality child care that fulfills their needs and providers can fill their vacant slots. To that end, CCR created a complaint policy to clarify our role and develop a procedure for dealing with parent complaints concerning providers. It is CCR's intent that the complaint policy be a tool to provide assistance for those providers and parents who may need it. We do not keep any records of complaints on our computer database and callers cannot get that information from us. The following includes highlights of CCR's complaint policy. To request a complete copy of the complaint policy, please call 206-329-1011.

- An official complaint is one regarding issues of potential child abuse or a provider's failure to comply with any DSHS licensing requirements.
- CCR encourages parents to discuss complaints with the provider before making an official complaint.
- CCR recognizes there are times when parent complaints are unjustified or reflect individual philosophical differences and do not always require changes on the part of the provider.
- When a parent wishes to make an official complaint, he/she is also encouraged to contact DSHS Children's Administration intake line which will determine if the complaint will be handled by CPS or licensing(DEL).
- CCR is required by law to report all complaints involving suspected child abuse or neglect to Child Protective Services. The licensor will also be notified. All CPS complaints will result in an immediate "no referral" status with CCR until ok'd by CPS and/or licensing.
- CCR will offer technical assistance and support as necessary to help providers make positive changes when needed.
- If an excessive number of serious complaints about a provider have been received and numerous offers of technical assistance have been ignored or not followed, a recommendation may be made to cease referral to that provider until positive changes have been made.
- If the decision is made by CCR to place a provider on "no referral", the provider is able to present his/her point of view to a review committee through use of a grievance procedure. This is further explained in the CCR complaint policy.