

**Facility Complaint:** The Provider Services Department will complete a complaint form on each complaint received. Child Care Solutions does not have the authority to investigate any complaint. Complainants who are parents will be offered the option of receiving child care referrals if the parent desires to remove the child from the present child care provider.

A non-violation complaint is a general complaint that does not violate North Carolina Child Care Licensing Regulations, such as letting the children watch too much television. Callers with these types of complaints will be encouraged to discuss their concerns with the child care provider directly. Child Care Solutions staff will support efforts made by the complainant and the child care provider to resolve a non-violation complaint. A Child Care Solutions staff member will submit a copy of all complaints to the Provider Services Department.

A violation complaint is a complaint that violates North Carolina Child Care Licensing Regulations such as having too many children per provider. Individuals with violation complaints have the option to file the complaint with Child Care Solutions staff or the North Carolina Department of Health and Human Resources, Division of Child Development. A Child Care Solutions staff member will submit a copy of all complaints to the Provider Services Department. The Provider Services Department will file all violation complaints within 24 hours to an Intake Consultant at the North Carolina Division of Child Development.

Callers with complaints of suspected child abuse or neglect will be instructed to immediately call the North Carolina Department of Social Services (DSS) at 677-2450. This call may be placed anonymously. The caller will be told that DSS will be called within 24 hours to verify that the complaint has been filed. The Child Care Solutions staff member must call DSS to record the complaint with any available information. A copy of an abuse or neglect complaint will remain on file at Child Care Solutions by the Provider Services Department.

Child Care Solutions will receive child abuse/neglect notifications from the North Carolina Division of Child Development. Upon receipt of such notification, Child Care Solutions will suspend referrals to child care centers and family child care home providers under investigation of abuse/neglect. Child care centers and family child care home providers will be eligible for reinstatement of referral services once the North Carolina Department of Health and Human Resources, Division of Child Development notifies Child Care Solutions of closure on an unsubstantiated investigation.

Unregulated programs must notify Child Care Solutions of any pending abuse/neglect investigation. Child Care Solutions will receive abuse/neglect notifications from the North Carolina Division of Child Development of any unregulated program that is registered with the Cumberland County Department of Social Services. At that time, the program will be temporarily removed from the database until notice of closure of an unsubstantiated investigation. If the investigation is substantiated the program will be permanently removed from the database unless the program becomes registered with the North Carolina Department of Health and Human Resources, Division of Child Development. Child care centers and regulated family child care home providers temporarily suspended due to an abuse/neglect complaint substantiated at the investigation closure will be notified by the Quality Improvement/Technical Assistance Specialist to receive technical assistance to complete the Corrective Action Plan as required by the Division of Child Development Abuse and Neglect Consultant. The childcare facility will be removed from the referral list until all requirements within the Correction Action Plan have been met.

At the discretion of Child Care Solutions, a regulated or unregulated facility may be removed from the database for a single serious complaint or three minor complaints made to Child Care Solutions within the year. The facility must then complete a technical assistance track (plan of action/training) as assigned by the Provider Services Department before the child care center can be reinstated to the database.

All information will remain confidential and Child Care Solutions will not release information regarding child abuse/neglect investigations, past or present. Parents requesting information regarding a child care center or family child care home that is temporarily suspended pending an abuse/neglect investigation closure will be informed that the center or home is not currently on the referral list. The parent will be referred to the North Carolina Department of Health and Human Resources, Division of Child Development for further information.