

POLICY

Cancels: POL 10.3.1.T Managing Complaints

See also: PRO 10.3.1; TSK 10.3.1; RCW 43.216; 110-300; 110-301

Approved by: Luba Bezborodnikova

POL 10.3.1 MANAGING CHILD CARE COMPLAINTS

This policy applies to DCYF managing complaints for early learning and school-age programs.

1. DCYF Child Care Licensing Will Refer Complaints To DCYF Intake

DCYF will check with Intake to confirm complaints were received. If the referrer did not make contact with Intake, DCYF staff will report the incident immediately.

2. DCYF Child Care Licensing Must Work With LD/CPS Staff During Independent Investigations/Inspections

- Child Care Licensing must work with Licensing Division / Child Protective Services (LD/CPS) staff during independent investigations.
- Child Care Licensing will conduct an independent unannounced visit and interviews.
- Child Care Licensing will inspect all licensing allegations.
- Child Care Licensing and LD/CPS staff will staff any documentation concerns with both Supervisors and continue to staff up, if necessary.
- Child Care Licensing staff will direct questions from the provider about LD/CPS investigations to LD/CPS.
- Child Care Licensing and LD/CPS will share any information that is capable of being disseminated, including but not limited to: documents, photos, or videos obtained during the inspection/investigation, respectively.
- Child Care Licensing may initiate information sharing at any time.
- Child Care Licensing will forward any request for records to dcyf.publicrecords@dcyf.wa.gov.

3. DCYF Child Care Licensing Must Continue To Keep Children Safe During A LD/CPS Investigation

DCYF must take action to keep children safe at any point during a LD/CPS investigation. DCYF must inform LD/CPS if any licensing enforcement action will occur. DCYF action may include:

- Citing licensing violations
- Developing a safety plan
- Taking enforcement action

4. A Complaint Response Must Be Initiated Within One Business Day Of Intake Receipt

5. Complaints Require An Unannounced Visit Within Five Business Days Of Receipt Except When Alternate Plan Is Approved By A Supervisor

6. DCYF Must Not Provide Information About Complaint Findings Before the Complaint Has Been Closed

7. DCYF Must Inspect And Determine Valid or Not Valid For Each Licensing Allegation

8. DCYF Licensing Complaints Must Be Inspected And Closed Within 45 Calendar Days

Any non-CPS complaint extension beyond 45 calendar days must be approved and documented by a Supervisor in WA Compass. LD/CPS complaints may be closed beyond 45 calendar days in conjunction with LD/CPS.