

# POLICY

Cancels: 10.4.1 Unlicensed Complaint Inspection Policy

See also: PRO 10.4.1; BD 10.3.1; PRO 10.3.1; TSK 10.3.1; RCW 43.216; 110-300, 110-301

Approved by: Luba Bezborodnikova

## **POL 10.4.1 MANAGING UNLICENSED CHILD CARE COMPLAINTS**

This policy applies to DCYF managing unlicensed complaints for child care programs.

### **1. DCYF Will Refer Complaints To DCYF Intake**

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

### **2. DCYF Child Care Licensing Must Work With LD/CPS Staff While Completing Independent Investigations/Inspections**

- DCYF will conduct independent investigations/inspections and interviews.
- Child Care Licensing will conduct an independent unannounced visit to determine if unlicensed care is being provided.
- 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](mailto:dcyf.publicrecords@dcyf.wa.gov)

### **3. A Complaint Response Must Be Initiated Within One Business Day Of Intake Receipt**

### **4. Complaints Require An Unannounced Visit To Deliver The Letter Within Five Business Days Of Receipt Except When Approved By A Supervisor**

Letters *DCYF 15-976 Inquiry to Potentially Unlicensed Child Care Provider* and *DCYF 15-977 Declaration of Exemption from DCYF's Licensing Requirements* must be mailed certified if unable to deliver in person.

- 5. DCYF Must Conduct An Unannounced Visit To Determine If Unlicensed Care Is Being Provided And Determine Valid or Not Valid For Unlicensed Complaints**
  
- 6. 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. Licensing Division (LD) CPS complaints may be closed beyond 45 calendar days in conjunction with LD/CPS.