

AWI-Office of Early Learning R&R Complaint Report *(Revised 9/26/05)*

DATE RECEIVED _____ **BY** _____

FROM ___ Family ___ Provider ___ ELC ___ R&R Local Office ___ AWI-OEL ___ Other
 name _____
 address _____
 phone(____) _____
 E-mail _____

AGAINST ___ Family ___ Provider ___ ELC ___ R&R Local Office ___ AWI-OEL ___ Other
 name _____
 address _____
 phone_(____) _____
 E-mail _____

COMPLAINT (Be brief; use reverse side of form if necessary)

PROVIDER STATUS
 ___ LICENSED ___ REGISTERED ___ EXEMPT ___ UNREGULATED

REPORTED TO	DATE	METHOD (Phone, Fax, Mail, E-Mail)
___ ABUSE REGISTRY	_____	_____
___ STATE LICENSING (DCF)	_____	_____
___ R&R SERVICE PROVIDER	_____	_____
___ LOCAL LICENSING	_____	_____
___ ELC	_____	_____
___ CCTIC	_____	_____

DATABASE STATUS PENDING OUTCOME _____

OUTCOME **DATE NOTIFIED** _____

___ NO LICENSE ACTION TAKEN

___ LICENSE SUSPENDED ___ YES ___ NO DATE LIFTED _____

___ LICENSE REVOKED ___ YES ___ NO

DATABASE STATUS ___ ACTIVE ___ INACTIVE

AWI-OEL-DCF
Resource & Referral Complaint Policy & Procedures
(Revised 9/26/05)

The Department of Children and Families (DCF) and AWI-Office of Early Learning have developed this policy and all related procedures and forms. Early Learning Coalitions (ELC) and R&R Service Providers are required to implement and enforce these procedures.

I. Policy

Early Learning Coalitions (ELC) and R&R Service Providers (R&R) must record and process all complaints from any source and lodged against any person, agency or organization according to the procedures specified below:

- ◆ All complaints will be recorded on the approved form and retained in a complaint file for a minimum of five years.
- ◆ ELC/R&R will process complaints against providers according to these policies and procedures without regard to whether or not the provider is subcontracted with the agency to provide subsidized early care and education services.
- ◆ Complaints which are not required to be reported to the abuse hotline or licensing but which might benefit from technical assistance may be handled by ELC/R&R and/or other staff or an outside source as is appropriate to each situation. ELC/R&R has the responsibility to provide technical assistance, to the extent possible, to all legally operating providers to help resolve complaints.
- ◆ Abuse/Neglect complaints or complaints which pose an immediate health and/or safety risk will be reported within the hour to the Florida Abuse Hotline and/or the licensing authority, as applicable (by phone and/or FAX with paperwork to follow). All other reports will be processed within 2 working days, (i.e. a Friday Report will be processed by Tuesday the following week).
- ◆ In counties where DCF does not have licensing authority, the same policy and procedures apply but are reported to the local licensing agency.

II. TYPE OF COMPLAINT

REPORT TO

(Note: If in doubt, report to licensing)

ABUSE/NEGLECT

Physical, sexual, emotional/mental

The Florida Abuse Hotline

1-800-96ABUSE (1-800-962-2873)

VIOLATIONS BY:

Licensing Authority(Contact district or local licensing agency and the State Licensing Office in Tallahassee 850-488-4900)

- Licensed Early Care and Education Facilities
- Licensed Child Care Facilities
- Licensed Family Day Care Homes
- Licensed Large Family Child Care Homes
- Registered Family Day Care Homes
- Exempt Facilities

Complaints involving health, safety, sanitation and related issues: i.e.

- | | | |
|----------------------|--------------------------|-----------------------------|
| >screening | >square footage | >CPR/First Aid |
| >access | >ratios | >nutrition |
| >health requirements | >safety & transportation | >discipline |
| >physical facility | >staff credentials | >transportation |
| >too many children | >illegal operation | >admissions & recordkeeping |

PROGRAMMATIC

ELC/R&R Service Provider

i.e., operating schedule, services offered, curriculum, teaching style, not enough/too much structure, too much/too little TV, rowdy behavior.

PERSONAL

ELC/R&R Service Provider

i.e., obscene language, unkempt appearance, smoking (in a FCCH), shows favoritism.

DISCRIMINATION RELATED TO:

Disability

**FL. Directory of Early Childhood Services
1-800-654-4440**

Race, religion, language, other

ELC/R&R Service Provider

FINANCIAL

ELC/R&R Service Provider

i.e., cost of care, reimbursement problems, and non-payment.

II. PROCEDURES

Policies and procedures including complaints about all providers: licensed, registered, exempt, and "illegal" providers will be processed according to these policies and procedures without regard to whether or not the provider participates in the school readiness program.

- ◆ **A complaint report form must be completed for all types of complaints and submitted to the appropriate department. ELC/R&R must retain a copy in a complaint file.**

1) ABUSE/NEGLECT COMPLAINTS

- A. If a complaint concerns child abuse or neglect, the complainant must be given the abuse hotline phone number (800) 96-ABUSE and is strongly encouraged to report it directly.
- B. If the complainant is a mandated reporter of suspected child abuse or neglect (i.e. licensed or registered providers, school teacher, health care or other professional services provider, etc.), ELC/R&R will remind the complainant of his/her legal responsibility to report the abuse by calling the hotline directly.
- C. The complainant will be advised that the ELC/R&R is a mandated reporter and will be making a report to the abuse hotline if the caller gives any specific information about the situation.

2) VIOLATIONS

- A. The complainant will be strongly encouraged to call the licensing authority directly. The caller will be given the telephone number of the licensing authority.
- B. ELC/R&R staff will complete the complaint form and provide a copy of the form to the licensing authority for follow-up. Complaints posing an immediate risk

related to health, safety and/or sanitation will be reported to the Abuse Hotline and/or the licensing office, as applicable, within one hour. Other reports will be given to licensing within 2 working days of the receipt of the complaint.

- C. ELC/R&R will NOT notify a provider of a complaint since to do so may jeopardize the investigation by the licensing authority.
- D. ELC/R&R will contact licensing at least monthly to determine the status of complaints outstanding for at least 30 days. Verified complaints can be viewed online.
- E. ELC/R&R will document on the complaint form the outcome with regard to license status.

3) PROGRAMMATIC, FINANCIAL OR PERSONAL COMPLAINTS (Do not report to licensing.)

- A. ELC/R&R will complete the complaint form.
- B. ELC/R&R will respond or refer to the appropriate department for comment, technical assistance or other action.

4) DISCRIMINATION

- A. ELC/R&R will complete the complaint form.
- B. ELC/R&R will send complaints regarding disability discrimination to the Florida Directory of Early Childhood Services.
- C. ELC/R&R will respond or refer to the appropriate department for comment, technical assistance or other action.

5) INFORMATION ABOUT COMPLAINT PROCEDURES

- A. All providers in the R&R database will receive a copy of these Complaint Procedures as part of their initial provider packet and whenever a new/revised policy is issued.
- B. Families who request a copy of complaint procedures will be provided a copy by ELC/R&R.

6) NOTIFYING A PROVIDER OF COMPLAINT

- A. ELC/R&R will NOT notify a provider of any complaint that must be reported to the Florida Abuse Hotline or to the licensing authority.

7) NON-REFERRAL DATABASE STATUS (TEMPORARY)—PENDING DCF DETERMINATION OF LICENSURE STATUS

- A. A provider must be placed in "do not refer" status when their license has been suspended.

8) REMOVAL OF A PROVIDER FROM THE DATABASE

- A. A provider must be removed from the database (inactivated) when their license has been revoked.

9) ACCESS TO PROVIDER HISTORY

- A. All families receiving R&R referrals will be strongly encouraged to contact the licensing authority before selecting a provider. All "family information packets" will contain the name, address, and telephone number of the appropriate licensing authority.
- B. Licensing records are available for review by the general public as required by law.
- C. Licensing inspections and verified licensing complaints are available on-line at www.myflorida.com/childcare.

Developed by AWI-OEL-DCF
(Revised 9/26/05)