



*A Child Care Resource and Referral Agency*

## **Complaint Policy and Procedure**

Regardless of good intentions, sometimes misunderstanding and difficulties arise. The Children's Resource Center is NOT a regulator agency. We do not check to see whether homes or centers are following the rules, nor do we perform investigative procedures. We will, however, be called sometimes by families who are concerned about what is happening with children and/or their providers. These complaints basically fall into two categories: 1) personal complaints that are not violations of licensing laws, and 2) more serious complaints. The Children's Resource Center does not make any decisions as to the truth of the allegation, nor do we attempt to mediate, unless we are asked.

The Children's Resource Center encourages communication between the family and the provider. When we receive a personal complaint, we will document it on a complaint form and place it in the complaint file and the provider's file. This is for The Children's Resource Center's use only, and is considered confidential information. Parents will be asked to give their name, phone number, and address for our records. If we receive several complaints about a center or a home, we will contact the provider to offer technical assistance and discuss continued listing on our database.

For serious licensing and any abuse or neglect complaints, The Children's Resource Center staff will direct the call to contact the NC Division of Child Development and/or Catawba County Department of Social Services / Child Protective Services. We will document the complaint and place it in the provider's confidential file. Any complaint involving child abuse will also be reported by The Children's Resource Center to the licensing consultant. If the North Carolina Division of Child Development or the Department of Social Service substantiates the complaint, The Children's Resource Center will withhold referrals until we are notified that the situation is resolved.

If the Children's Resource Center receives complaints involving licensing compliance, unsafe or unhealthy conditions, practices or circumstances that in our opinion could jeopardize the safety and/or health of children, we will temporarily remove the program from our database. In the case of a licensing violation, the facility can return to the database when the licensing consultant confirms that the violation has been corrected and The Children's Resource Center is satisfied that conditions, practices, or circumstances jeopardizing the safety and/or health of children have been removed.

If a facility is removed from the CRC database due to the stated conditions above, the provider will be notified in writing that their facility has been removed from the active referral database. If the CRC is satisfied that the situation has been resolved, the provider will again be notified in writing that the facility has been returned to the CRC's database for referrals.

The services, programs, activities, and employment practices of The CRC are available to all people regardless of race, color, national origin, religion, age, sex, handicap, or political affiliation.

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