

PROCEDURE

Cancels: 10.3.1.T Managing Complaints

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

Approved by: Travis Hansen

PRO 10.3.1 MANAGING CHILD CARE COMPLAINTS

Action by:

Action:

Licensing Staff

1. **Receives** notification that intake report has been received.

1a. If unlicensed intake received, **follows** [10.4.1 PRO Managing Unlicensed Child Care Complaints](#).

Supervisor

2. **Reviews** intake for licensing violations and possible rescreen for LD/CPS. Communicates with LD/CPS Supervisor within 1 business day or upon receipt of additional information as needed.

2a. If there are no obvious licensing WAC allegations, **creates** a complaint case per WA Compass User Manual and **screens** out intake.

2b. If provider self-reported* intake only, **checks** *DCYF 15-872 Child Care Self-Reporting Injury/Incident Matrix (Internal Use Only)* to determine if intake should be screened in or out. **Follows** [10.6.15 PRO Managing Child Care Provider Self-Reporting Injury/Incident](#) and **exits** this procedure.

2c. If rescreen is necessary, **communicates** with LD/CPS Supervisor about rescreen within 1 business day or upon receipt of additional information, **documents** communication and **waits** for screening decision.

2d. If there are licensing WAC allegations present **continues** to **step 3**.

3. **Reviews** referral information, **creates** a provider case, **copies** intake allegations directly from Famlink to WA Compass and **assigns** to Licensor within one business day of receiving intake allegations.

Licensing Staff

4. **Marks** any self-reported intakes in WA Compass.

Licensors

5. If LD/CPS not involved, **moves to** step 6. If LD/CPS is involved:
 - **Communicates** with LD/CPS investigator about independent inspection/investigation.
 - If investigator requests the visit is delayed beyond 5 days, **discusses** with Supervisor and **documents** if a visit will be delayed.
 - **Consults** with Supervisor to determine if licensing enforcement action is necessary. **Follows** enforcement action policy and procedure as required. For any enforcement action, **informs** LD/CPS before taking action. If a summary suspension occurs, an inspection report may be delayed pending the outcome of the summary suspension.
 - **Consults** with Supervisor to determine if a safety plan is necessary. **Follows** safety plan policy and procedure as required.

Licensing Staff

6. **Completes** the following before the complaint inspection:
 - Contacting the referent or other appropriate collateral contacts (as time permits)
 - Reviewing referral information and complaint history
 - Consulting with Supervisor on inspection tasks and complaint inspection plan (as needed)

Licensors

7. **Conducts** an unannounced complaint inspection within five business days except when an alternate plan is approved by a Supervisor. If it is received in the evening after the Licensors has left, it still counts as the first business day until midnight. **Follows** [10.3.1 TSK Conducting Child Care Complaint Inspections](#).
 - 7a. If LD/CPS or law enforcement is involved, **waits** for notification from LD/CPS/Law Enforcement that initial interviews have concluded before conducting visit. If unable to wait, **discusses** with Supervisor and LD/CPS investigator before proceeding.
 - 7b. Any inspection or alternate plan over five business days must be pre-approved and documented by the Supervisor in WA Compass.
8. **Completes** inspection report for any WAC violations related to the complaint. **Completes** an ad-hoc inspection report for any violations not related to the intake. [10.1.21 PRO Managing Inspection Reports](#).

9. **Documents** each licensing activity in WA Compass within 10 business days.
10. **Consults** with Supervisor to review all complaint findings and any inspection report related to findings, as needed.
 - 10a. If LD/CPS investigation, **reviews** investigative assessment, specifically licensing issues and concerns and **documents** in WA Compass.

Supervisor

11. If LD/CPS, **reviews** investigative assessment, specifically licensing issues and concerns and **documents** in WA Compass; **assigns** additional tasks to Licensor, as needed.

Licensor

12. **Writes** and **submits** complaint letter to Supervisor using *DCYF 09-178 Child Care Licensing Complaint - Valid Finding*, *DCYF 09-179 Child Care Licensing Complaint - Not Valid Finding* or *DCYF 09-180 Child Care Licensing Complaint - Valid-Not Valid Finding* and supporting documentation:

- **Submits** findings to Supervisor at least 10 business days prior to 45-day deadline to allow time for review.
- DCYF findings must be related to complaint allegations only and be based on information found during the complaint inspection process.

- 12a. If LD/CPS involved, **submits** findings and letter after LD/CPS has closed their case unless approved by a Supervisor.

Supervisor

13. **Approves** complaint decision letter and final approval process in WA Compass.

- 13a. If extension needed, **documents** in WA Compass.

Licensing Staff

14. **Distributes** finding letter within 10 business days of final finding approval.

- 14a. Valid finding letters must be sent by certified mail or hand delivered with proof of service *DCYF 15-903 Declaration of Personal Service*.

14b. Not valid finding letters may be sent by regular mail or hand delivered.

15. **Marks** case completed per WA Compass User Manual after 10 business days from the date the provider receives the findings letter.

*This would not include a child care program's employee calling in a complaint with concerns about possible licensing WAC violations against their facility. All child care program employee complaints with possible licensing WAC allegations against their facility will be screened in.