

Complaint Policy and Procedures

Child Care Choices is not a regulatory agency, but we believe it is important to support the quality of child care in the community by maintaining an effective system for documenting and responding to complaints.

Child Care Choices will accept complaints in oral or written form, by telephone, 667-1799, 773-9944, or toll free at 1-866-966-1799; by fax at (937) 667-0819. We will take complaints from parents or other concerned individuals regarding child care providers included on our registry list. Complaints will be recorded and handled in a confidential manner according to established procedures. We will accept anonymous complaints.

Child Care Choices staff will notify licensing and/or child abuse and neglect authorities when appropriate. We encourage the caller to report to the proper authorities also when the circumstances of the complaint dictate additional intervention.

To report to state authorities contact:

Ohio Department of Job and Family Services

(614) 466-7765

Ohio Department of Education

(419) 523-5088

To report to local authorities: Call Child Care Choices for local contact information.

Our goal is to encourage the parent and provider to reach a mutually satisfying solution to their problem. We realize this may not always be possible and we may need to help a parent locate other potential child care providers that more closely meet their family's needs and preferences.

Repeated complaints or complaints determined to be of a serious nature may result in a temporary or permanent suspension (HOLD status) of the provider in the Child Care Choices registry list. In such instances, the provider will be informed of the action and the reinstatement request procedure.