

Community Action Partnership of Madera County
Community & Family Services Department
Child Care Resource & Referral

Referral Complaint Policy and Procedure

Community Action Partnership of Madera County's Child Care Resource and Referral (CAPMC/CCR&R) complaint policy is designed to protect the health and safety of children in child care settings in Madera County. Our policy provides a means for parents to voice their concerns and complaints with regard to their child care arrangements.

CAPMC/CCR&R makes no assumption of guilt or innocence based on the documented complaint.

CAPMC/CCR&R policy of confidentiality will be strictly applied regarding all complaints. However, if CAPMC receives a request from an investigation agency to assist in the investigation, CAPMC may provide information from the provider/facility file.

CAPMC/CCR&R has no authority to directly investigate complaints received, but relies on designated investigative agencies for the follow-up reports. The responsibility of investigating complaint of licensed child care facilities rests with Community Care Licensing (CCL).

We will respond to the following types of complaints by referring them to the appropriate licensing agency:

1. Reports that children in a child care facility are in immediate danger because of health and safety conditions. This would include a complaint of child abuse or neglect.
2. Reports that a child care facility is not in compliance with licensing regulations.
3. Reports that a child care facility is operating without a license and a license required.

We will not respond to complaints when they involve the following circumstances:

1. When a complaint is received regarding a disagreement between a parent and a provider involving fees for a child care services.
2. When a complaint is received regarding a personal disagreement between a parent and provider.

When we receive a complaint, we encourage the person making the complaint to report it directly to the licensing agency. In addition, we will document the complaint on a complaint form and report the complaint to the appropriate agency. After the complaint is filed, and if advised by Community Care Licensing, we place a temporary hold on referrals until the complaint has been investigated. If that complaint is unsubstantiated or has been corrected, the temporary hold will be removed. However, if notified by Community Care Licensing that the complaint is not resolvable and has resulted in revocation of their license, the provider will be removed from the CAPMC referral database. We will then notify the provider in writing that they have been removed from our referral files.

Licensing violations of a serious nature include, but are not limited to:

1. The center or home is consistently exceeding licensing capacity.
2. Staffing ratios are not being maintained.
3. Children are left with minor, with no responsible adult present.
4. The provider is under the influence of drugs, alcohol, or other substances while providing care.
5. Use of corporal punishment of child abuse or neglect.

Providers whom have been placed on probation, has a license revoked or receives a temporary suspension order (TSO) will automatically be taken off our referral database, and all applicable subsidy programs in our service area (CAPMC/APP, PACEAPP, Cal-SAFE, Migrant APP, DSS/CalWORKS) will be notified within 2 days of receiving the complaint.

If a TSO has occurred, the subsidy program will automatically terminate payment to the licensed child care facility or home. Parents and the provider will be notified in writing of such termination.

If a provider is placed on probation, a written notice will be given to the parent, that the provider has been placed on the probation and will give the parents the option to locate alternative child care arrangements. Parents may choose to have their child/ren remain in care without termination of subsidy payments.

Appeal Process

If a provider disagrees with the decision to remove their name from CAPMC/CCR&R's referral files, they have the right to appeal to the Executive Director in writing, who will then respond within 10 calendar days from receipt of the letter.

Send written appeals to:

Community Action Partnership of Madera County
Attn: Executive Director
1225 Gill Avenue
Madera, CA 93637