

CCR&R Complaint Policy

Child Care Council expects employees to provide high-quality, appropriate and sensitive services in the community and to follow guidelines for Professional Conduct and the Policy on Sexual and Other Harassment found in the Personnel Policy at all times. Community members or customers may contact the Council to file a complaint about a staff person or service.¹ Complaints are taken seriously and handled directly by the appropriate manager or CEO, depending on the nature of the complaint.

If you would like to file a complaint or discuss a concern about a staff member or service provided by Child Care Council, call 585-654-4727, or stop by our Rochester office during business hours.

¹ Council employees should consult the Personnel Policy for information on Professional Conduct, Policy on Sexual and Other Harassment, Whistleblower Policy, and Grievance Procedures.