

Child Care Provider Complaint Policy

Child Care Resource and Referral Agency supports quality child care and education for children, their families and providers in our community. We provide consultations, technical assistance and training services to the child care provider, as well as assist parents with information and child care referrals. In that capacity, staff members are frequently the recipients of information that may indicate a concern about compliance. It is our policy to require that CCR&R staff must report any such information to the appropriate regulatory agency.

Child Care Resource and Referral Agency offers Intensive Technical Assistance (ITA) on behalf of the Office of Children and Family Services (OCFS) and other contracted entities. **In this capacity, it is our function to ensure that child care programs receiving such assistance are operating within the OCFS child care regulations and guidelines.**

Child Care Resource and Referral Agency is the sponsor of the federally funded Child and Adult Care Food Program (CACFP) for Family/Group Family Child Care Providers and Legally Exempt Providers. **In this capacity, it is our function to determine if the information does indeed indicate a CACFP regulatory violation.**

Child Care Resource and Referral Agency is also the Legally Exempt Child Care Enrollment Agency for County. It is our responsibility to enroll legally exempt family child care providers, as well as in-home child care providers and legally exempt group child care providers. **It is our function to ensure that these programs are operating in compliance with legally exempt regulatory guidelines.**

The Regional Office of the Office of Children and Family Services (OCFS) licenses all early childhood and education centers and group family child care programs in County while Child Care Resource and Referral Agency registers all school age care centers and family child care on behalf of OCFS. The licensors and registrars review and approve initial and renewal license packets and are responsible for making regular visits to all sites. In addition, licensors and **registrars are responsible for investigating all complaint calls through unannounced visits, making observations, reviewing program documentation and offering technical assistance to assist all programs to remain in compliance with the state standards.**

We believe that one important way to support the quality of child care in the community is for us to maintain a system for documenting and responding to concerns regarding compliance. Concerns regarding compliance that may indicate imminent danger, child abuse or neglect, or regulatory violations will be recorded and reported directly to the appropriate regulatory agency. When concerns involve personal or non-regulatory disputes between parents and providers, the information will be recorded and we will encourage parents and providers to clarify and resolve such matters themselves. (These may be reported to the appropriate regulatory agency).

To report a violation or illegal provider:

Registered Family (in-home), Registered School Age Program, Legally Exempt, or illegal:

Child Care Council: 585-654-4720

Licensed Group Family (in-home) or Child Care Center:

Office of Children and Family Services: 585-238-8531