

## Children's Council of San Francisco Resource & Referral Complaint Policy

The State Department of Education requires Children's Council of San Francisco's to have a Complaint Policy which guides the temporary and/or permanent removal of child care providers from the Agency's Resource & Referral database due to child care licensing violations.

The Children's Council of San Francisco Complaint Committee is responsible for tracking and reviewing complaints received by the agency. The Committee is composed of managers and staff from various departments.

Children's Council of San Francisco provides child care referrals and information only; it does not in any way regulate or review child care providers. Community Care Licensing of the California Department of Social Services regulates and licenses family child care providers and child care centers, and is responsible for investigating any allegations or complaints about these facilities. Children's Council of San Francisco makes no assumptions regarding the factual nature of complaints about facilities and relies solely upon the findings of investigations conducted by Community Care Licensing.

If a complaint is received, Children's Council of San Francisco will:

1. Determine if the complaint reflects a potential child care licensing violation and inform parents of their right to report the complaint to Community Care Licensing. All complaints are documented and will be kept confidential.
2. If the complaint reflects a potential child care licensing violation, it will be reported to Community Care Licensing according to the agency procedures.
3. The provider's status in our database will be changed to "inactive" for referrals until the investigation by Community Care Licensing has been completed.
4. If the complaint is *unfounded* (not valid) or *inconclusive* (not enough information to determine), the provider will immediately be made "active" for referrals. If the complaint is *substantiated* (valid), the Children's Council Complaint Committee will meet to determine the agency's course of action. This may include returning the provider to "active" referral status by offering technical assistance to assist in addressing the terms of the complaint. If Community Care Licensing revokes the license, Children's Council of San Francisco is required to permanently remove the provider from the referral database. A Termination Letter from the Complaint Committee will notify the provider of permanent removal.

**Child care providers have the right to receive a copy of the complete Complaint Policies & Procedures at any time.**