



Section I: Provider Complaints

A person with a complaint about a provider may communicate the complaint to any member of the CCR&R staff and any member of the staff may initiate a complaint him/herself. A complaint may also be received indirectly, for example in a follow-up call with a parent as well as when someone calls the CCR&R to report a complaint about a provider.

I. **Types of Complaints**

- *Personal:* Generally problems in the parent-provider relationships which may involve differences in style, child-rearing values, practices or business disagreement under which care is provided.
- *Licensing Violation:* Any situation related to the non-compliance of a Department of Children & Family Services (DCFS) licensing standard.
- *Child Protection:* Any allegation that a child in care has been subjected to abuse and/or neglect, including risks to the health and/or safety of a child. Child protection complaints should be advised to immediately report allegations of child abuse or neglect to the State Central Register via its toll-free hotline number [1-800-25A-BUSE].

II. **Reporting Procedures**

Receipt of Complaint: A person with a complaint about a provider may communicate the complaint to any member of the CCR&R staff and any member of the staff may initiate a complaint him/herself. A complaint may be received indirectly, for example, in a follow-up call with a parent as well as when someone calls the CCR&R specifically to complain about a provider.

Recording the Complaint: All complaints received about a provider will be recorded on a Complaint Information Form and discussed with the Director immediately. Complaint Information Forms will be kept by the Director along with copies of notes/documentation regarding any additional steps taken related to the complaint.

Complaint Determination/Handling:

- The Director and staff person reporting the complaint will review the complaint to determine the appropriate nature of the complaint and determine next steps, including the reporting of the complaint to the State Central Register (SCR) and/or the appropriate DCFS Regional Licensing Unit.

Next steps in handling the complaint are based on the nature of the complaint as follows

- *Personal Issues:* The CCR&R will, as appropriate and with the permission of the complainant, help the complainant and/or provider clarify the problem and resolve it, offer technical assistance to the provider, or assist the complainant in locating an alternative provider.
- *Licensing Violations:* The complainant will be strongly encouraged to report such matters to the appropriate Illinois Department of Children and Family Services (DCFS) Licensing Office. As appropriate the CCR&R will make contact with the appropriate DCFS Regional Licensing Unit that the complaint has been received and relay the information received. In instances of reports of child abuse and neglect the CCR&R staff member will make a report to DCFS State Central Register (via its toll-free hotline number 1-800-25A-BUSE) to report that the complaint has been received.
- *Child Protection:* In instances of reports of child abuse and neglect the caller will be instructed to immediately call DCFS State Central Register (via its toll-free hotline number (1-800-25A-BUSE) to report the complaint. The CCR&R will then immediately make a report to the State Central Register (via its toll-free hotline number (1-800-25A-BUSE) to inform them that the complaint has been received. Dependent on job activities members of CCR&R staff are mandated reporters of child abuse and neglect.

III. Conditions for Temporary Suspension or Permanent Removal

- A. A Complaint Committee consisting of the CCR&R Director, Parent Referral Specialist, two additional CCR&R staff members, and (as appropriate) a member of the CCR&R Advisory Committee shall be maintained. It is the responsibility of this Committee to make decisions on the temporary and permanent suspension of referrals and the resumption of referrals to providers about whom the CCR&R has received complaints.

Whenever a complaint alleges child abuse or neglect, the CCR&R shall temporarily suspend referrals to the provider in question until it is notified of the conclusion of the SCR and licensing investigations and the Committee decides whether to resume referrals.

- B. *Temporary Suspension Procedure:* When either the DCFS Licensing Office or the State Central Register (via its toll-free hotline number 1-800-25A-BUSE) indicates that an investigation will occur, referrals to the provider in question will be temporarily suspended.

The Referral Staff and/or the Director shall notify the provider, in writing, of the suspension once it is determined that the notice will not interfere with the investigation. Such notice should include a brief statement of the reason for the suspension and if appropriate, copies of documents which support the suspension.

Notification to the provider shall inform the provider of the documentation they must submit to request resumption of referrals. It is the responsibility of the provider to furnish the CCR&R with proof of a favorable outcome of the investigation in order to be reinstated as available for referrals.

Confidentiality about all complaint actions and records shall be maintained. Should inquiries be made concerning a specific provider suspended from the database the CCR&R will notify that the provider is not in the database.

- C. *Permanent Removal Procedure:* Loss of license or other certificates or permits necessary to do business as a provider or non-compliance with license exempt monitoring corrective action items is cause for permanent removal of a provider from the CCR&R referral list.

The Referral Staff/Director shall notify all CCR&R staff that the provider has been removed and that responses to inquiries concerning the provider shall be that information about individual providers is not available.

Further, the Referral Staff/Director shall clearly indicate to the provider that should the provider's status with DCFS Licensing or compliance with license exempt monitoring change, it is the responsibility of the provider to furnish the CCR&R with proof of a favorable outcome of the investigation in order to be reinstated as available for referrals

Section II: CCR&R Service Complaints

Complaints received regarding Child Care Resource & Referral of Midwestern Illinois services should be vetted by the staff member receiving the complaint if the complaint is an issue they are able to address through customer service procedures or if the complaint is appropriate for escalation to a member of management. Complaints requesting escalation should be directed to a member of management.

A complaint regarding the Child Care Assistance Program may first be directed to the CCAP Manager. The next level of escalation may be directed to the Director. Complaint issues should be documented within the Child Care Management System. Complainants will receive a response within no more than 48 hours. The complaint will be investigated fairly with attempts at resolution within 10 (ten) business days. Issues within the Child Care Assistance Program not handled to the customers satisfaction at the level of Child Care Resource and Referral of Midwestern Illinois may direct their complaint to the Illinois Department of Human Services Complaint Line. In situations eligible for an appeal regarding a Child Care Assistance Program case staff should inform the complainant of the Child Care Assistance Program appeals process as described in the Child Care Assistance Program Policy Manual. Child Care Resource & Referral of Midwestern Illinois will work with the Illinois Department of Human Services to resolve issues escalating to the IDHS Complaint Line and/or resulting in a case appeal.

Complaint issues regarding Provider Services or License Exempt Monitoring should be directed to the Director. Complaint issues should be documented. Complainants will receive a response within no more than 48 hours.

Written complaints regarding Child Care Resource & Referral of Midwestern Illinois services may be directed to:

Child Care Resource & Referral of Midwestern Illinois

Attn: Director

4508 41st Street

Moline, IL 61265

Section III: Maintenance of Complaint Policy

The complaint policies of Child Care Resource & Referral of Midwestern Illinois shall be posted on the agency website at www.childcareillinois.org. An overview of these policies will be provided to parents receiving child care referrals and in the initial child care subsidy approval letter. Providers will be provided an overview of this policy with all new provider mailings. The full policy is available in hard copy upon request.

Documentation of escalated complaints is maintained by the Child Care Resource & Referral Director and regularly reviewed within continuous quality improvement processes.

Child Care Resource & Referral of Midwestern Illinois staff receive annual training on the complaint policy and procedures. New staff receive training as a component of new staff orientation.

The Child Care Resource & Referral of Midwestern Illinois Complaint Policy is reviewed annually by both management and the Advisory Council of Child Care Resource & Referral of Midwestern Illinois.

Reviewed and approved 9/2/09; Reviewed and Approved 06/06/13; Reviewed and Approved 7/30/2015, Reviewed and Approved 11/30/15 Revised 9/18/2018; Approved 11/2/2018; Revised 7/24/19; Reviewed 8/5/2020; Reviewed 8/1/2020