

**AWI-Office of Early Learning
R&R Complaint Report** *(Revised 9/26/05)*

DATE RECEIVED _____	BY _____
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FROM ___ Family ___ Provider ___ ELC ___ R&R Local Office ___ AWI-OEL ___ Other	
name _____	
address _____	
phone(_____) _____	
E-mail _____	

AGAINST ___ Family ___ Provider ___ ELC ___ R&R Local Office ___ AWI-OEL ___ Other	
name _____	
address _____	
phone () _____	
E-mail _____	

COMPLAINT (Be brief; use reverse side of form if necessary)

PROVIDER STATUS
<input type="checkbox"/> LICENSED <input type="checkbox"/> REGISTERED <input type="checkbox"/> EXEMPT <input type="checkbox"/> UNREGULATED

REPORTED TO	DATE	METHOD (Phone, Fax, Mail, E-Mail)
___ ABUSE REGISTRY	_____	_____
___ STATE LICENSING (DCF)	_____	_____
___ R&R SERVICE PROVIDER	_____	_____
___ LOCAL LICENSING	_____	_____
___ ELC	_____	_____
___ CCTIC	_____	_____

DATABASE STATUS PENDING OUTCOME _____
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OUTCOME	DATE NOTIFIED _____
NO LICENSE ACTION TAKEN LICENSE SUSPENDED YES NO DATE LIFTED LICENSE REVOKED _____ YES _____ NO	
DATABASE STATUS ACTIVE INACTIVE	

AWI-OEL-DCF
Resource & Referral Complaint Policy & Procedures
(Revised 9/26/05)

The Department of Children and Families (DCF) and AWI-Office of Early Learning have developed this policy and all related procedures and forms. Early Learning Coalitions (ELC) and R&R Service Providers are required to implement and enforce these procedures.

I. Policy

Early Learning Coalitions (ELC) and R&R Service Providers (R&R) must record and process all complaints from any source and lodged against any person, agency or organization according to the procedures specified below:

- ◆ All complaints will be recorded on the approved form and retained in a complaint file for a minimum of five years.
- ◆ ELC/R&R will process complaints against providers according to these policies and procedures without regard to whether or not the provider is subcontracted with the agency to provide subsidized early care and education services.
- ◆ Complaints which are not required to be reported to the abuse hotline or licensing but which might benefit from technical assistance may be handled by ELC/R&R and/or other staff or an outside source as is appropriate to each situation. ELC/R&R has the responsibility to provide technical assistance, to the extent possible, to all legally operating providers to help resolve complaints.
- ◆ Abuse/Neglect complaints or complaints which pose an immediate health and/or safety risk will be reported within the hour to the Florida Abuse Hotline and/or the licensing authority, as applicable (by phone and/or FAX with paperwork to follow). All other reports will be processed within 2 working days, (i.e. a Friday Report will be processed by Tuesday the following week).
- ◆ In counties where DCF does not have licensing authority, the same policy and procedures apply but are reported to the local licensing agency.

II. TYPE OF COMPLAINT

REPORT TO

(Note: If in doubt, report to licensing)

ABUSE/NEGLECT

Physical, sexual, emotional/mental

The Florida Abuse Hotline

1-800-96ABUSE (1-800-962-2873)

VIOLATIONS BY:

Licensing Authority(Contact district or local licensing agency and the State Licensing Office in Tallahassee 850-488-4900)

- Licensed Early Care and Education Facilities
- Licensed Child Care Facilities
- Licensed Family Day Care Homes
- Licensed Large Family Child Care Homes
- Registered Family Day Care Homes
- Exempt Facilities

Complaints involving health, safety, sanitation and related issues: i.e.

- | | | |
|----------------------|--------------------------|------------------------------|
| >screening | >square footage | >CPR/First Aid |
| >access | >ratios | >nutrition |
| >health requirements | >safety & transportation | >discipline |
| >physical facility | >staff credentials | >transportation |
| >too many children | >illegal operation | >admissions & record keeping |

PROGRAMMATIC **ELC/R&R Service Provider**
i.e., operating schedule, services offered, curriculum, teaching style, not enough/too much structure,
too much/too little TV, rowdy behavior.

PERSONAL **ELC/R&R Service Provider**
i.e., obscene language, unkempt appearance, smoking (in a FCCH), shows favoritism.

DISCRIMINATION RELATED TO:
Disability **FL. Directory of Early Childhood Services**
1-800-654-4440

Race, religion, language, other **ELC/R&R Service Provider**

FINANCIAL **ELC/R&R Service Provider**

- 3) **PROGRAMMATIC, FINANCIAL OR PERSONAL COMPLAINTS (Do not report to licensing)**
 - A. ELC/R&R will complete the complaint form.
 - B. ELC/R&R will respond or refer to the appropriate department for comment, technical assistance or other action.

- 4) **DISCRIMINATION**
 - A. ELC/R&R will complete the complaint form.
 - B. ELC/R&R will send complaints regarding disability discrimination to the Florida Directory of Early Childhood Services.
 - C. ELC/R&R will respond or refer to the appropriate department for comment, technical assistance or other action.

- 5) **INFORMATION ABOUT COMPLAINT PROCEDURES**