Resolving Disputed Violations

If you are cited for a violation of the child care licensing regulations and you do not understand the violation or why you were cited, you should:

- Ask the specialist to explain the violation, and show you which regulation was violated.

- If you still disagree that there is a violation of a regulation, you may ask for a supervisory review. You may call (860) 500-4450 and ask to speak with the supervisor of who covers your town, or in the case of a complaint investigation, ask to speak with the supervisor of the investigations unit.

- If you still wish to dispute the violation after a supervisory review, you may contact the Agency at (860) 500-4450 and request a managerial review. The manager will decide if the evidence shows a violation exists.

- A provider may request a formal hearing only when the Agency issues a statement of charges and the provider wishes to contest a proposed action against the license.

The provider is responsible for submitting a plan of correction to the Agency to correct any violation of the child care licensing regulations.

Core Elements of an Acceptable Corrective Action Plan

Family child care homes, group child care homes and child care centers are required to submit a corrective action plan to the Office of Early Childhood **within 14 days from the date of inspection** when they have been cited for violating a licensing regulation(s). A corrective action plan informs OEC about the way(s) that the program has corrected the violation(s) to ensure continued compliance.

A corrective action plan must contain the following information, at a minimum, in order to be considered acceptable by OEC:

- A statement as to **how** and **when** the violation was corrected; and,

- in cases where a permanent correction is not immediately possible, **how** and **when** the violation will be corrected and **what** temporary measures have been put in place.

Please review your Corrective Action Plan prior to submitting it to the Agency to be sure all of the violations have been addressed.