



COMPLAINT PROCEDURE

This procedure is for Child Care Centers and Group Child Care Homes which are licensed under the authority of Connecticut General Statutes

19a- 79-1a through 19a-79-13.

Most problems within a child care program and can be resolved by:

1. Discussing the issue with the classroom teacher.
2. Discussing the issue with the program director or director's designee:

Name of Designated Director

Name of Alternate Person in Charge

3. If the problem is not resolved you may contact the Connecticut Office of Early Childhood Licensing Division. In case of an emergency, notify the Licensing Division as soon as the emergency is under control.

- **By phone to the Complaint Desk at (800)282-6063 or (860)500-4450 or**
- **By filing online at www.ctoec.org/contact-us/file-a-complaint**

In case of abuse/neglect or life threatening situations call 911 or the Department of Children and Families (DCF) at (800) 842-2288 and the OEC Division of Licensing.

All inspection reports and corrective action plans are available for your review:

- **At your child care program**
- **Online at www.211childcare.org, or**
- **By FOI request from the OEC Licensing Division:
<https://oecct.govqa.us/WEBAPP/rs/>**