

COMPLAINT PROCEDURE

This procedure is for Child Care programs which are licensed under the authority of Connecticut General Statutes 19a-79-1a through 19a-79-13.

Most problems within a Child Care Center are non-life threatening and can be resolved by:

1. Discussing the problem with the classroom teacher
2. Discussing the problem with the program director
3. If the problem is not resolved you may contact the Connecticut Office of Early Childhood.

In case of an emergency, notify the Connecticut Office of Early Childhood as soon as the emergency is under control

In case of abuse/neglect or life threatening situations, contact the Department of Children and Families at 1-800-842-2288 and the Connecticut Office of Early Childhood – Division of Licensing.

All inspection reports and compliance letters are available for your review at this child care program or by contacting The Connecticut Office of Early Childhood - Division of Licensing at:

**450 Columbus Boulevard Suite 302
Hartford, CT 06103
1-800-282-6063 OR 1-860-500-4450**

THE SAME PROCESS WORKS FOR COMPLIMENTS AS WELL!