

**FAMILY SERVICES, CITY OF BOULDER CHILD CARE  
PROVIDER COMPLAINT POLICY  
Reviewed September 2014**

Family Services-Child Care Subsidy and Referrals Program (CCSR) reserves the right to list or not list (for referrals)\* any licensed child care provider at our discretion. We may choose to remove a provider from our database(for referrals)\* for any of the following reasons. Removal from the database for referrals\* will also be cause to terminate payment from the Child Care Subsidy & Referral Program. (REFER TO THE ATTACHED COMPLAINT GUIDELINES CHART FOR DEFINITION OF LEVELS):

- Even one substantiated complaint in Level 0 (child abuse; imminent danger to children);
- Even one substantiated complaint in Level 1 (very serious)
- Even one substantiated complaint in Level 2 (serious) items 4,5,8
- A pattern of substantiated complaints in Level 2 (serious) items 1,2,3,6,7 (number 9 does not apply because CCSR does not list any unlicensed care for referrals.
- Even one substantiated complaint in Level 3(moderate) items 5,8,14
- A pattern of substantiated complaints in Level 3 (moderate) items 1,2,3,4,6,7,9,12,15 (items 10,11, and 13 are not applicable because CCSR does not list any unlicensed care, adoption agencies, or ski areas for referrals)
- A pattern of substantiated complaints in Level 4 (mild) items 1,2,3,4,5 (item 6 is not applicable because CCSR does not list any unlicensed care for referrals)
- Case by case substantiated complaints in Level 4 (mild) items 7,8 – these would be reviewed for other violations that resulted from these situations
- Case by case substantiated complaints in Level 5 (very mild) – it is unlikely that referrals would be held for complaints in this category. Rather, education would be provided.
- Negative licensing action, including probationary license or suspended license.
- Criminal charges brought against a child care provider or an immediate member of her/his family who is in the home when children are present in care.
- Documented concerns of CCSR staff regarding the quality of care provided in the child care program.

\*While a provider may be removed for referral purposes, the provider would still receive mailings and information about trainings.

**COMPLAINT INVESTIGATION RISK FACTOR GUIDELINES FOR CHILD CARE  
CENTERS/AGENCIES**

**CDHS Guideline Revision Date June 18, 2008; CYF Policy Revision Date 5/2010**

(March 2014 confirmed with CDHS that this version is still valid with no amendments)

LEVEL	CATEGORY	TIMEFRAME TO INVESTIGATE	DESCRIPTION
0	<b>CHILD ABUSE IMMINENT DANGER TO CHILDREN</b>	Report to police or Protective Services within 24 hours	Child abuse and Neglect allegations, including sexual abuse, children totally unsupervised, hospitalization or death of a child. <b>These allegations are not investigated by licensing staff.</b>
1	<b>Very Serious AN INDIVIDUAL CHILD OR OTHER CHILDREN MAY BE IN DANGER</b>	<b>On-site inspection within 48 hours Effective 7/1/2000</b>	<ol style="list-style-type: none"> <li><b>1. Gross violation</b> of ratios in infant and toddler rooms (e.g. double the number of children for what the ratio should be; 1:10 or more toddlers <b>OR 1:6 or more infants</b>).</li> <li><b>2. Double the</b> number of children for which the family child care home is licensed (e.g. 8 or more in an infant toddler home, 16 or more in a regular family child care home, 24 or more in a large family child care home, or 14 or more in an ECCP).</li> <li><b>3. Children abandoned</b> or overlooked at a location away from the child care facility; or left unsupervised in a vehicle without adult supervision; or wandering away from the physical premises of the facility onto city or other private property; lost child for which local police or protective services are notified.</li> <li><b>4. Domestic violence</b> occurring while children are in care; failure to report child abuse due to internal investigation by facility and/or staff.</li> <li><b>5. Provider</b> under the influence of alcohol or drugs and ability impaired to provide care for children at the time the complaint is made.</li> <li><b>6. Swimming accident;</b> drowning or near drowning</li> <li><b>7. Unlocked weapons</b> accessible to children</li> <li><b>8. Severe injury</b> to child ( e.g. fall off trampoline or high piece of equipment.</li> <li><b>9. Unexplained serious injury</b> to an infant or toddler (not including minor scratches or bruises)</li> <li><b>10. Severe injury</b> because of another violation</li> </ol>
2	<b>Serious</b>	<b>0-7 working days</b>	<p>Would include:</p> <ol style="list-style-type: none"> <li><b>1. Gross violation</b> of ratios in child care centers ( e.g. double the number of children for what the ratio should be, 1:20 or more</li> </ol>

			<p>preschoolers, 1:30 or more school-ages; <b>any other ratio violation for toddlers)</b></p> <ol style="list-style-type: none"> <li>2. In <b>family child care home</b> double the number of infants allowed by regulation (e.g. 4 under one in an infant toddler home, or 4 under 2 in a regular family child care home, or 4 under two in a large family child care home, or 5 or more under two in an ECCP).</li> <li>3. <b>Serious physical injury</b> (e.g. any injury to a child's eye, broken bones, bites that break the skin); child hospitalized</li> <li>4. <b>Failing to obtain emergency</b> medical care for a child</li> <li>5. <b>Caring for infants</b> or toddlers in a child care center without a license for such care.</li> <li>6. <b>Provider or staff person</b> under the influence of drugs or alcohol <b>and</b> ability impaired to care for children.</li> <li>7. <b>When requested by the health department</b> possible outbreak of communicable disease.</li> <li>8. <b>Medication</b>, drugs or alcohol left within children's reach.</li> <li>9. <b>Unlicensed Care involving a fatality</b></li> </ol>
3	Moderate	0 – 17 working days	<p>Would include:</p> <ol style="list-style-type: none"> <li>1. Ratio violations</li> <li>2. Inadequate numbers of staff</li> <li>3. Unqualified staff or unqualified and/or under-age family member caring for children</li> <li>4. Lack of supervision</li> <li>5. Inappropriate discipline, including rough handling or yelling at children; child abuse/neglect such as preferential or differential treatment, or inappropriate isolation.</li> <li>6. Unsafe equipment or furnishings</li> <li>7. Building safety hazards</li> <li>8. Unsafe transportation of children; too many children in a vehicle</li> <li>9. Over enrollment</li> <li>10. <b>Unlicensed care with other allegations that would indicate a threat to the safety of the children</b> (children unsupervised, large numbers of children in care, filthy conditions).</li> <li>11. Complaints about adoption agencies.</li> <li>12. Inadequate resilient surface</li> <li>13. Violation of statute concerning ski areas</li> <li>14. Child Care, Foster Home or 24-hour facility dirty or unsanitary to the level of being a health hazard</li> <li>15. Infant or toddler's diaper not appropriately</li> </ol>

			<p>changed in day care home</p> <p><b>16.</b> Individualized case plans for children are inadequate.</p>
4	<b>Mild</b>	0 – 25 working days	<p>Would include:</p> <ol style="list-style-type: none"> <li>1. Children not getting enough or adequate food</li> <li>2. Inappropriate or inadequate rest period</li> <li>3. Inadequate equipment or furnishings</li> <li>4. Crying child/ren not attended to</li> <li>5. Parents not notified of injury to child</li> <li>6. Unlicensed care (also see level 2 &amp; 3 above)</li> <li>7. Inadequate policies or procedures or not providing policies to parents</li> <li>8. Complaint about circumstances that occurred more than 4 months previous</li> </ol>
5	<b>Very Mild</b>	Next reasonable visit Or within 60 days	<p>Would include:</p> <ol style="list-style-type: none"> <li>1. Civil Rights issues involving children (religion, ADA, discrimination)</li> <li>2. Poor business practices. Inadequate finances to operate a child care facility (e.g. no money for food, staff checks bouncing)</li> </ol>