

Complaint Process Oneida Child Care

Am I obligated to report?

- *Anyone has the right to express their dissatisfaction in the form of a complaint
- *Employees have a responsibility to report suspected violation

What should I do?

Complete a Complaint FORM available at the Oneida Child Care center or on-line at the Oneida Child Care webpage <https://oneida-nsn.gov/education/child-care/> or in writing. **(Complaint must be filed within 15 days of incident)**

- ✓ Provide personal contact information, name, address, phone number and Email address
- ✓ Provide details, Did you observe the incident/violation? Did someone tell you about it? Who was involved? Were there witnesses? What occurred? When did it happen? Where did it happen?
- ✓ Complaint must include a statement of facts that describes allegations to include (if known), the names of the child(ren), employee(s) and witness(es) involved, date/time of incident, details of the allegations and noted impacts

Now What?

Submit/file the Complaint FORM with the child care supervisor who is responsible for your child's classroom. Upon completion of investigation the complainant will be notified in writing of the results.

Outcome – Results

- ✓ A full investigation shall be completed with written results provided to complainant within five (5) business days of complaint being received by Oneida Child Care Center.
- ✓ Oneida Child Care Director may grant a five (5) business day extension for extenuating circumstances for all investigations. At which time the complainant will be notified of extension.

1st Appeal Any dissatisfaction with the child care supervisor decision, complainant can appeal to the Oneida Child Care Director within 10 business days of receiving the decision.

- ✓ A full investigation shall be completed with written results provided to complainant within five (5) business days of receiving 1st appeal.
- ✓ Oneida Child Care Director may exercise a five (5) business day extension for extenuating circumstances for all investigations. At which time the complainant will be notified of extension.

2nd Appeal Any dissatisfaction with the Oneida Child Care Director decision, the complainant can appeal that decision to the Area Manager of Education and Training within 10 business days of receiving the decision.

- ✓ A full investigation shall be completed with written results provided to complainant within five (5) business days of receiving 2nd appeal.
- ✓ Area Manager of Education and Training may exercise a five (5) business day extension for extenuating circumstances for all investigations. At which time the complainant will be notified of extension.
- ✓ **There is NO further appeal to this complaint process, the Area Manager's decision is final.**