

What should you do if you have a question or problem with the care your child is receiving?

Talk with your child care provider about any concerns. No matter how wonderful the person caring for your child is, at some point he or she may do something you do not understand, or do not like.

When you talk with the person caring for your child, try to:

- Begin with what you like about the care your child receives.
- Explain why you are concerned.
- Ask for an explanation for what concerns you.
- If possible, offer to work with the person to change the problem.

Child Care Consumer Line 1-800-649-2642

No one can ever replace the loving care and attention you give your child. Yet, when you cannot be there you want your children to be safe and to know they are loved, smart, capable people. Research, observation and common sense tell us that a child's brain and body develop best within loving relationships, ones in which he can explore, learn and grow. The CCCL is designed for you to be able to gain information about child care in Vermont.

Child Development Division
103 South Main Street, 3 North
Waterbury, Vermont 05671-5500
1-800-649-2642
<http://dcf.vermont.gov/cdd>
www.brightfuturesinfo.org

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Child Care Consumer Line 1-800-649-2642

Information about child care



Voice concerns about child care



<http://dcf.vermont.gov/cdd>



By calling the Child Care Consumer Line (CCCL) you can:

- Get information about child care.
- Make a complaint about child care providers.

Information Available

- A specific provider's public record, including; when they became licensed, accreditations, STep Ahead Recognition System (STARS) rating, violations and required corrections cited in the past year.
- Things to consider when looking for child care.
- Information about child care training, credentials, and accreditation, and quality incentives for child care providers.



Complaints

What are some typical concerns?

Typical concerns that are reported include: too many children, lack of supervision, unqualified or not enough staff, inappropriate guidance and discipline, unsafe environment, and unregulated child care.

What happens with concerns?

1. A Licensing Field Specialist may contact the person making a report, then conduct an investigation. The investigation may include interviews with the child care provider, families, and community agencies.
2. The investigation may also include an unannounced visit from a Licensing Field Specialist.
3. A determination will be made as to whether there is evidence of a violation of the child care regulations.
4. If violations are substantiated the Licensing Field Specialist may require a program improvement plan or other corrective action.
5. Child care providers have the right to appeal any violations.



Child Abuse and Neglect

The CCCL does not handle reports of abuse or neglect. If you suspect that a child is being abused or neglected, call the 24-hour Child Protection Line 1-800-649-5285 to report it. The Child Protection Line makes it easy for you to share your concerns about a child with a trained social worker.