

Contact:

Robert McLellan
 Assistant Director for Licensing Oversight
 360.725.4569
robert.mclellan@del.wa.gov

State Fiscal Year 2011

- 110 requests for review, covering 207 specific issues
- Licensing supervisors upheld 187, or 90 percent
- Assistant Service Area Managers received 24 appeals and sustained 22, or 92 percent
- Service Area Managers received 15 appeals and sustained 15, or 100 percent

DEL provides a method by which a licensed child care provider may challenge DEL licensur findings on both compliance agreements and complaints. This **supervisory review process serves to provide due process** where no formal appeal right to an administrative hearing exists.

A provider who disagrees with the licensur in a jointly developed compliance agreement has to check the box at the bottom for a supervisory review, and in the case of a complaint finding, DEL accepts broad methods of requesting such a review but prefers a clearly stated written request.

There are three available levels of review:

- The licensing supervisor who oversees the individual licensur
- The Assistant Service Area Manager
- The Service Area Manager

A licensur is required to “staff” his or her closing complaints, so it is not unusual for the licensing supervisor to uphold such complaints, given that the supervisor has detailed knowledge of the complaint at the time of closure.

During state fiscal year 2011, there were **110 supervisory reviews that covered 207 specific issues.**

