

YOUR RIGHTS

How do I request a supervisory review?

You can ask for a supervisory review in two ways:

- Calling your licensor's supervisor, or
- Checking the box on the compliance agreement to request a formal supervisory review.

You have 10 business days—from the time the compliance agreement is signed and dated—to request a supervisory review.

The supervisor has 15 business days to conduct a formal review of the compliance agreement and send you a letter with a decision.

Do I have formal due process rights if I don't agree with my compliance agreement?

A compliance agreement is **not** subject to a formal appeal process. Only actions taken against a license are subject the appeals process.

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Compliance Agreements



**A GUIDE FOR LICENSED
CHILD CARE PROVIDERS**



What is a compliance agreement?

A compliance agreement is a plan of action that you as a licensed child care provider and your Department of Early Learning (DEL) licensor develop together when health or safety issues are found during a licensing visit. We want to work with you to help ensure children are in safe, healthy child care environments!

When are compliance agreements created?

You and your DEL licensor will create a compliance agreement only when a Washington Administrative Code (WAC) is violated. WACs are state rules about licensed child care. Compliance agreements are generally created during your scheduled monitoring visit with your DEL licensor. For child care centers, monitoring visits are required every 12 months. For family homes child care providers, monitoring visits are required every 18 months.

Your DEL licensor may also find health and safety issues requiring a compliance agreement during a complaint inspection. This is an on-site inspection that happens when your licensor gets a complaint about the care you offer.

How is a compliance agreement created?

You and your licensor will work together to create a compliance agreement. It's

important that you're part of creating this action plan, since you will be the one using it! Some examples of what your action plan might be about: fixing something in your facility that is broken or keeping a more organized filing system for children's records.

DEL's compliance agreement form has a place for the WAC associated with the violation. Next to this should be a description of what was found to be out of compliance in your facility. Next to that is the plan to correct the problem. This is where you should offer your input.

After you and your licensor complete the compliance agreement, you will be asked to sign it. Be sure you fully understand and agree with the plan before signing. This is your improvement plan on how you will meet minimum licensing standards to maintain a safe and healthy environment for children. You are encouraged to add comments to the compliance agreement as it is being developed. Space is provided at the bottom of each compliance agreement for comments.

Your licensor will leave a copy of the compliance agreement with you. Once you have completed all the items on the agreement, you must sign and date the document and send it back to your DEL licensor. Keep a copy of the compliance agreement for your records.

Will my compliance agreement be posted on DEL's Web site?

Compliance agreements that are created as a

result of a valid complaint inspection are posted online on our Licensed Child Care Information System (LCCIS).

What if I don't agree with my compliance agreement?

You and your licensor should work together to create a compliance agreement that you both agree on. However, if you do not agree with the compliance agreement *after* working with your licensor, you may request a supervisory review. This is a formal review of the compliance agreement by a DEL licensing supervisor. Here's how the supervisory review process works:

- The supervisor will review all the facts of the situation and either agree with or overturn the licensor's decision.
- You can ask for a second review with the Assistant Service Area Manager (ASAM) if you disagree with the outcome of the supervisory review.
- The final step in the supervisory review is a review by the Service Area Manager (SAM). The SAM will review all the facts of the compliance agreement and issue the final decision.

SEE SIDE FLAP for your rights

Where is the Licensed Child Care Information System (LCCIS)?

On DEL's Web site at:
www.del.wa.gov/lccis