

Department of Early Learning

Policy Title:	10.3.1 Complaint Inspection Policy		
Procedure:	See attached		
References:	RCW43.215.120 RCW 43.215, 26.44.030, 42.56.240(1); WAC 170-151, 170-295, 170-296A.		
Applies To:	Licensing Staff	Contact:	Licensing Oversight Division
Effective Date:	3/1/12	Review Date:	9/15/12 Created on: 7/1/08
Reviewed:	<input checked="" type="checkbox"/> RAs <input checked="" type="checkbox"/> CCSLA <input checked="" type="checkbox"/> AD		
Other Review (list)			
Director Approved:			

The Department of Early Learning (DEL) is responsible for licensing activities to ensure that standards of health and safety are present in child care facilities in accordance with Washington State law and administrative code (regulations). The term “child care facility” is used to indicate licensed family child care homes, child care centers and school-age programs.

Purpose

Clarify and standardize the process for inspecting licensing complaints and making complaint determinations. It is intended to give direction to licensing staff in the field and state offices.

Policy

DEL personnel will adhere to all components of the attached Agency Complaint Inspection Procedure. In addition, DEL personnel are expected to:

- I. Refer all complaints to the Department of Social and Health Services Children’s Administration (DSHS CA) intake to document and screen all child abuse and neglect complaints and licensing complaints.
- II. Cooperate with the Division of Licensed Resources/Child Protection Services (DLR/CPS) staff to perform joint investigation/inspections (Service Level Agreement 0661-00228 Exhibit 7).
- III. Professionally, accurately and in a timely manner thoroughly inspect all issues related to a licensing complaint and make a determination of “valid” or “not valid.”
- IV. Respectfully communicate with the child care facility staff and parents by providing information about the complaint inspection process.
- V. Take necessary licensing action to keep children safe at any point during a DLR/CPS investigation or DEL complaint inspection.

Attachments

Complaint Inspection Procedure
 DEL Findings Letter Templates
 Permission to Interview a Minor
 Attachment 0661-00228 Exhibit 7