

Complaint Procedures Child Care Centers

Complaint

A complaint is an allegation that a child care provider is not following state regulations that govern a specific type of care.

The Office of Licensing in the Department of Children and Families, inspects and licenses child care centers. A complaint against a child care center should be reported directly to the Office of Licensing at **609-987-2013**.

You may remain anonymous if you prefer. However, if you remain anonymous, you will not be able to be called with the results of an investigation, if necessary.

If the nature of the complaint indicates child abuse and neglect, you will be directed to the Office of Child Abuse Control at DYFS, **1-877-NJ ABUSE (1-877-652-2873)**.

All information regarding child abuse and neglect is confidential and not open to the public for review.

State law specifies that anyone who has reason to believe that any child has been or is being subjected to any form of child abuse or neglect by any person is **REQUIRED** to report the concern to the DYFS Office of Child Abuse Control, **1-877-NJ ABUSE (1-877-652-2873)**.

Child Care- A Parent/Provider Relationship

Talk to your provider if there are any changes in your child's life that might affect your child's day.

Exchange information with your provider about guiding behavior and methods of discipline so that your child will not be confused by different styles at home and in child care.



CHOOSING A CHILD CARE CENTER



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The mission of The Children's Home Society of NJ is to provide at-risk children and their families a range of services that empower them to achieve their fullest potential. We are child centered, family focused, community based and outcome oriented. Our services are confidential, inclusive, nondiscriminatory, culturally sensitive and are provided professionally with integrity and compassion. Most of our services are free.

Most child care centers in New Jersey, either public or privately owned, serving six or more children, must be licensed by the Office of Licensing.

(For information call 609-987-2013)

Finding a center that makes both you and your child happy may require a careful search. Choosing the right child care center for your child is one of the most important decisions you will make as a parent.

Please Note: NAEYC Accredited programs prominently display a certificate of compliance that bears a torch. This insignia indicates that the center has achieved a nationally recognized standard of excellence, and helps parents identify high-quality programs.

This brochure gives some guidelines which may be helpful in your decision making process. CHS of NJ does not license, endorse or recommend any specific provider. It is the responsibility of the parent/guardian to select child care which best suits his/her needs.

General Information Checklist

- | Yes | No | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Is the center well maintained, both indoors and outdoors? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there posted emergency plans & procedures, first aid supplies and fire extinguishers? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the children engaged in developmentally appropriate activities? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do the children interact with other children and adults in a way that allows them to build healthy relationships? |

Staffing

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are the director and staff responsive to the children's needs? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the staff well trained and experienced to promote your child's learning and development? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do they treat children as individuals? |
| <input type="checkbox"/> | <input type="checkbox"/> | Ask how long teachers and staff have been with the program. Teachers that stay in the program longer are more able to establish bonds with the children. |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the director maintain up-to-date records on each child, including health information? |



Programming Question Checklist

- What are the hours of operation?
- What is the yearly schedule, including closing dates for holidays?
- Is there a balanced daily schedule and routine? What would a typical day be like for my child?
- Are the children grouped by age and how many will be in my child's group?
- Is there a supervised rest time for the children?
- Is there a variety of age and developmentally appropriate equipment and activities?
- Is a parent handbook available with written discipline, sick, and child release policies?
- What are the fees (tuition) and what does it include? What are the payment policies? What other fees are charged?

Overall Impression

- | Yes | No | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | People who have used the school speak well of it. |
| <input type="checkbox"/> | <input type="checkbox"/> | I would be happy here if I were a child. |
| <input type="checkbox"/> | <input type="checkbox"/> | I feel comfortable about leaving my child here. |

Parents should:

- *Adhere to arrival and departure times agreed upon.
- *Provide the appropriate paperwork requested by the center.
- *Make prompt payments.
- *Call the center if you are going to be late or if you will not be using care that day.
- *Listen to what the children and the appropriate staff tell you at the end of each day.
- *Calmly discuss any concerns with the appropriate staff.