



Resource and Referral Complaint Policies and Procedures

Catalyst Community's complaint policy is designed to protect the health and safety of children in child care settings in El Dorado and Alpine Counties. Our policy provides a means for parents to voice their concerns and complaints in regard to their child care arrangements. As a referral agency, Catalyst Community does not license child care facilities, issue licensing violations, or investigate complaints. The responsibility of investigating complaints rests with California Community Care Licensing. To obtain information about a facility's licensing history, including complaints and violations any member of the public can contact California Community Care Licensing at 844-538-8766 or <http://www.cdss.ca.gov/inforesources/Child-Care-Licensing>.

Complaints

1. When a complaint is received, Catalyst Community will take down the pertinent information about health and safety concerns, alleged/reported violation of licensing regulations, or child abuse and neglect. Catalyst Community will not respond to complaints regarding disagreements between parents and providers involving fees or personal matters.
2. The caller will be advised to make a first-hand complaint to the appropriate agency such as Community Care Licensing, Child Protective Services, or Law Enforcement.
3. Catalyst Community will notify California Community Care Licensing or the appropriate agency of the complaint.

Suspension of Referrals – Catalyst Community may place an immediate hold on referrals under the following circumstances;

- Complaint could affect the immediate health and safety of children in care.
- A facility is being investigated for child abuse and neglect.
- Licensing notifies Catalyst Community of an investigation and/or a non-compliance meeting.
- Provider receives a Temporary Suspension Order (TSO) or license is revoked.



Procedure – When a licensed facility is removed from the referral list the procedures include;

1. Within 10 business days of the decision to hold referrals the facility will be informed in writing that a hold has been placed on referrals except when such notification would interfere with an investigation by Licensing or Law enforcement.
2. The hold on referrals will remain in effect until the investigation has been resolved and Licensing has determined whether the complaint is substantiated or unsubstantiated.
3. When the complaint is unsubstantiated, the hold on referrals will be lifted.
4. When the complaint is substantiated, the facility will be reinstated when a plan of correction has been identified unless the facility has a history of non-compliance with Licensing.
5. If the complaint is substantiated and results in an administrative action such as a Temporary Suspension Order (TSO) or Revocation, then the facility will be permanently removed from referrals. The facility will be notified in writing and all applicable subsidy programs will be notified within 2 days of receiving notification from California Community Care Licensing.

License Exempt Procedure – Care which is exempt from licensure as defined by Community Care Licensing and may include TrustLined providers, nannies, recreational programs, and school age programs on school grounds. Exempt care is not regulated by any agency. Exempt programs are included in Catalyst Community files at our discretion and Catalyst Community reserves the right to remove such programs based on any complaint.

Right to Appeal

If a facility disagrees with the decision to remove their name from Catalyst Community's referral program, they have the right to appeal in writing to the Senior Director of Catalyst Community.

Send written appeals to:

Catalyst Community
Attn: Tina Barna, SR CC Director
870 Emerald Bay Rd. Ste. 400/401
South Lake Tahoe, CA 96150
TBarna@catalystcomm.org