

## Washoe County Human Services Agency

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### Regulations for Child Care Facilities

### Complaints

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#### SECTION 14 COMPLAINTS

- \*14.1 Unannounced visit. Complaints about a facility may be received by telephone, letter, or personal interview. In all complaints an unannounced visit to the facility shall be made by a child care licensing inspector unless deemed unnecessary by an Agency supervisor.
- 14.2 Protocol. The complaint will be discussed with the director or appropriate person in charge of the facility.
- 14.3 Report of complaint and visit. A report of the complaint and visit to the facility by a child care licensing inspector will be kept in the Agency's file. The complainant's identity shall remain anonymous to the facility operator and the public.
- 14.4 Record keeping. The facility shall maintain a copy of:
- A. Any summaries of complaints or reports of any investigations conducted with respect to complaints, and
  - B. Any report of disciplinary action taken against the facility.
  - C. These records for a minimum of twelve months from the date of the complaint, investigation, or report of disciplinary action.
- \*14.5 Charges associated to substantiated complaints. The Agency may charge any licensee subject to a substantiated complaint for the actual cost, not to exceed \$100, of the investigation conducted as the result of the complaint. As used in this Subsection, "substantiated complaint" means a complaint that results in the finding of a violation of any provision of this chapter or chapter 432A of NRS by an authorized member or an employee of the Agency.