



# Kids First Early Childhood Resource Center

## Complaint Policy

Kids First provides families with consumer education information, and specific information regarding childcare providers. Kids First does not recommend or endorse any provider or facility. It is the belief and standard policy that families should be given appropriate information and then act to make the best early childhood education arrangement for their child. Information is only given about childcare programs licensed by the State of Colorado.

### Procedure for complaints:

- Complaints received by Kids First staff are documented on a complaint form.
- The Kids First Director, City Supervisor and Advisory Board Member will review complaints and determine how the complaint will be handled.
- The complainant is notified in writing. CORRA is notified regarding the complaint.

### Complaint from an early childhood program:

- Complaints received by Kids First staff are documented on a complaint form.
- If the complaint refers to interference of business, staff will review Kids First policy with the caller.
- Complaints regarding service (inaccurate information, attitude of Kids First staff, etc.) is referred to Kids First Director and documented.
- The Kids First Director, City Supervisor and Advisory Board Member will review complaints and determine how the complaint will be handled.
- CORRA is notified regarding the complaint.

### Complaint from an early childhood program regarding a parent:

- The caller is given information on problem solving / resolution assistance.
- The caller is urged to contact authorities if they are concerned about the well-being of a child.
- If the caller relates an abuse situation, Kids First will also call Pitkin County Social Services to report the conversation.
- The caller is reminded that Kids First is not a regulatory agency.



## Appeals and Review

- If the complainant does not feel that the preceding steps have addressed the complaint, the Kids First Advisory Board may serve as a board of appeals.