

## COMPLAINT PROCEDURE

**This procedure is for Child Day Care programs which are licensed under the authority of Connecticut General Statutes 19a-79-1a through 19a-79-13.**

**Most problems within a Child Day Care Center are non-life threatening and can be resolved by:**

- 1. Discussing the problem with the classroom teacher.**
- 2. Discussing the problem with the program director.**
- 3. If the problem is not resolved you may contact the Department of Public Health.**

**In case of an emergency, notify the Department of Public Health as soon as the emergency is under control.**

**In case of abuse/neglect or life threatening situations, contact the Department of Children and Families at 1-800-842-2288 and the Department of Public Health - Child Day Care Licensing Unit.**

**ALL INSPECTION REPORTS AND COMPLIANCE LETTERS ARE AVAILABLE FOR YOUR INSPECTION AT THIS CHILD DAY CARE PROGRAM OR BY CONTACTING THE DEPARTMENT OF PUBLIC HEALTH - CHILD DAY CARE LICENSING UNIT AT:**



**410 Capitol Avenue-MS#12 DAC  
P.O. Box 340308  
Hartford, CT 06134-0308**

**1-800-282-6063  
(860) 509-8045**

**THE SAME PROCESS WORKS FOR COMPLIMENTS AS WELL!**