

## Child Care Consumer Line

### *What information is available from the Child Care Consumer Line?*

- Get information about child care providers (e.g., when they became licensed, accreditations or STARS they have achieved, and if they've had any licensing violations in the past year);
- Voice a concern about a provider (e.g., unregulated, lack of supervision, too many children, unqualified or not enough staff, inappropriate guidance and discipline, unsafe environment); or
- Ask questions about child care licensing regulations and what is required of child care, preschool and afterschool programs.

There are three ways to get information:

- Online at <http://www.brightfutures.vermont.gov>
- By emailing [ahs.dcfcdchildcarelicensing@vermont.gov](mailto:ahs.dcfcdchildcarelicensing@vermont.gov); OR
- By calling 1-800-649-2642 option 3



## *What are the most common concerns reported?*

Typical concerns that are reported include: too many children, lack of supervision, unqualified or not enough staff, inappropriate guidance and discipline, unsafe environment, and unregulated child care.

## *What happens when I make a complaint?*

1. A licensing field specialist may contact you to ask additional questions.
2. The licensing unit decides if the complaint involves a licensing regulation. If so the licensing field specialist may conduct an investigation. The investigation may include interviews with the child care provider, families, and community agencies.
3. The investigation may also include a visit from a licensing field specialist.
4. A determination will be made as to whether there is evidence of a violation of the child care regulations. If a violation is confirmed, the provider is required to complete corrective action.
5. Every complaint, whether confirmed or not, is an educational opportunity for the child care provider.
6. Child care providers have the right to appeal any violations.