

Family Enrichment Network, Inc.
Child Care Resource and Referral
24 Cherry Street * Johnson City, NY 13790 * 607-723-8313
1277 Taylor Road * Owego, NY 13827 * 607-687-6721
21 South Broad Street * Norwich, NY 13815 * 607-373-3555



Complaint Policy and Procedures

Updated 5/2016

The CCR&R will comply with and implement Family Enrichment Network's policies for handling complaints about child care programs and about agency programs, including but not limited to CCR&R services.

Whenever possible, the CCR&R complaint policies and procedures will be communicated in advance of service use (including but not limited to child care referrals), and at the time of enrollment or orientation to a service or program. Information about the complaint policies will be included in personal conversations, phone conversations, electronic communications (email/online/internet) and in written materials.

1) Complaints About Child Care Programs:

Family Enrichment Network's CCR&R believes one important way to support the quality of child care is to maintain an effective system for initiating the New York State CCR&R complaint procedures. This system is not intended to replace the parent's responsibility to inspect, evaluate and choose a child care provider. That duty remains solely that of the parent.

Family Enrichment Network's complaint policy follows a State-wide protocol and is designed to strike a balance among several interests:

- The rights of parents to receive current, relevant information regarding programs' compliance history to enable them to make informed placement decisions for their children
- The need to reduce the likelihood of additional children being placed at risk in programs where there are documented, serious compliance issues
- The rights of providers to pursue their businesses

For more information regarding the New York State CCR&R complaint investigation process, or to obtain information regarding programs' compliance history, please contact the Syracuse Regional Office of Family & Children's Services Complaint/Inquiry Line at 1-800-732-5207. To the extent that inconsistencies may exist, it is understood that the New York State Policy will take precedence.

Providers listed with our Child Care Resource & Referral service agree to these procedures and release Family Enrichment Network, its agents and employees, from all liability arising out of any such complaint. In addition, providers indemnify, hold harmless and defend Family Enrichment Network from all manners of action, suits or claims resulting from reports to the Regional Office of Family & Children's Services, and will not cause any action or proceeding to be brought against Family Enrichment Network for any claims arising from the utilization of the complaint procedure. This agreement is signed by each child care program when they provide information to be included in the referral database.

In accordance with New York State CCR&R Complaint Procedures, Family Enrichment Network (ie, the CCR&R Director, the HR Director, or the Executive Director) immediately reports all complaints to the Regional Office of Family and Children's Services.

Clients or community members who contact Family Enrichment Network with a complaint about a child care program will be directed to contact the CCR&R Director at (607) 723-8313 ext. 872 for assistance and the procedures outlined below will be followed.

- The authorized senior staff member receives and documents the complaint. The complainant is notified that ALL complaints are handled by the Syracuse Regional Office of Family & Children's Services, and will encourage the complainant to call the Complaint/Inquiry Line at 1-800-732-5207.
- The authorized staff person immediately relays all information concerning the complaint to the Syracuse Regional Office of Family & Children's Services Inquiry/Complaint Line at 1-800-732-5207.
- The CCR&R Director notifies the Child Care Referral Specialist to remove/suspend the provider from the referral list ONLY when the Syracuse Regional Office of Family & Children's Services has authorized such action. Family Enrichment Network may request this notification in writing. Once a provider has been suspended/removed from the referral listing, reinstatement occurs only upon written authorization from the Syracuse Regional Office of Family & Children's Services.
- In the absence of the CCR&R Director, CCR&R staff who receive a complaint about a child care program will forward the complaint to the HR Director or the Executive Director. If none of the designated senior staff members are immediately available, the CCR&R staff will complete a "Child Care Program Complaint" intake form. The form will be completed in full to document the name of the person taking the complaint, how the complaint was taken, the name and address of the program the complaint is about, the type of program it is, the name of the person filing the complaint, and the nature of the complaint. The complaint will be described in detail and recommendations and staff follow-up will also be documented. If the complaint is of a non-urgent nature (a child is not in imminent danger), the complaint form will be directed to the CCR&R Director for follow-up. If the complaint is of an urgent nature and a child may be in imminent danger, the complaint will be directed to the HR Director or the Executive Director for immediate action. Persons making a complaint will also be directed to contact the Office of Children and Family Services (OCFS) at (315) 423-1202, or to visit the OCFS website at www.ocfs.state.ny.us to express their concerns.

2) Complaints About CCR&R Services:

Clients or community members who have a complaint about the CCR&R Service, Child Care Specialists, the Referral Counselor, or Family Enrichment Network, will be directed to call the Family Enrichment Network Human Resources Director at (607) 723-8313 ext. 814, or to email to mdifulvio@familyenrichment.org. The Human Resources Director will follow Agency policies and procedures to respond to the complaint.