

I. CHAPTER OVERVIEW

If child care providers operating centers and homes do not adhere to licensing requirements, the Division of Child Development (DCD) implements corrective action procedures. This chapter briefly describes how DCD handles complaints, conducts investigations, and determines administrative actions for those providers not in compliance with licensing regulations. Basic information about administrative actions against individual providers can be found on the DCD website at <http://.ncchildcare.dhhs.state.nc.us/>.

II. REPORTING COMPLAINTS

A complaint against a child care facility may be made by anyone, including anonymous sources. Staff from the DSS may accept complaints about child care programs but should forward these reports orally or in writing to the Regulatory Services Section of DCD. The complainant may call, write, or deliver the complaint in person to any staff member at DCD. Reports can be made to the Division by telephone by calling 1-800-859-0829. The details of the complaint are documented, which begins the investigation procedure. Regardless of the administrative action taken, DCD has authority to permanently remove any adult perpetrator from the child care facility where abuse or neglect has been substantiated.

III. RESPONSE TO COMPLAINTS

A. Illegal Unlicensed Arrangements

Sometimes complaints are reported about child care arrangements that are operating illegally, i.e., they are not licensed to operate a child care arrangement as required by the child care law. The Regulatory Services Section Licensing Consultant for that area makes a visit. If the Regulatory Services Section Licensing Consultant does find more children in care than allowed, the operator/provider is informed of the law and the requirements for licensing or obtaining a [Notice of Compliance](#) (in the case of [religious-sponsored programs](#) who do not wish to receive a license). The Regulatory Services Section Licensing Consultant explains that the operator/provider must be in compliance with the requirements in order to operate legally.

The Regulatory Services Section Licensing Consultant discusses with the provider the options available for complying with the law. Those options are to:

1. Become a licensed provider;
2. Care for no more than two (2) unrelated children;
3. Provide care for less than four (4) hours per day; or