



## **PROTOCOL FOR MANAGING COMMUNITY CARE LICENSING (CCL) COMPLAINTS OR INCIDENTS**

When an incident occurs or a complaint is received:

1. The teaching staff will immediately report the incident or complaint to the Site Supervisor or designee.
2. Within an (1) hour of the incident occurring or complaint being received, center staff should complete a written statement to include: 1) observations of incident, 2) when the incident occurred, 3) where the incident occurred, 3) names of others in attendance, (i.e. witnesses or participants, etc.), and 4) sketches (when appropriate). In the case of complaints, written statements should include the nature of the complaint or any formal (written) or informal (oral) allegations (i.e. parent complaint letter, etc.).
3. Within one (1) hour of the incident or complaint, the Site Supervisor will notify the Area Director. The Area Director will immediately notify the Sr. Director of Support Services or designee via phone or email.
4. The Area Director will confer with the Sr. Director of Support Services or designee to determine if the incident or complaint is reportable to CCL. The Sr. Director of Support Services or designee will make the final determination of whether an incident is deemed “reportable.” Please note that all incidents involving injuries require the completion of an “Ouch” Report.
  - A. If incident is determined to be “not reportable”, no further action is required.
  - B. If incident is determined to be “reportable” proceed to step 5.
5. The Sr. Director of Support Services or designee will log the incident and notify the Vice President of Early Childhood Development within 2 hours of determining the incident is “reportable.”
6. The Sr. Director of Support Services or designee will notify CCL within 24 hours of the incident.
7. If the Area Director and Sr. Director of Support Services or designee conclude the incident has the potential of being a Type “A” violation, the Sr. Director of

Neighborhood House Association

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- Support Services or designee will notify the Vice President of Early Childhood Development of the potential type “A” violation.
8. Within three (3) working days of the incident being reported to CCL, the Site Supervisor and Area Director will have completed their fact finding activities of the incident and a draft Unusual Incident Report (UIR), using the BPM system (UIR form is located in the blank forms tab on the BPM home page). When appropriate and requested by the Area Director, Human Resources and/or Safety staff will participate in the fact finding.
  9. Within three (3) working days of the incident being reported to CCL, the Area Director will submit the completed draft UIR, via the BPM system, to the Sr. Director of Support Services or designee.
  10. Within twenty-four (24) hours of receipt, of the draft UIR, the Sr. Director of Support Services or designee will: 1) review the draft UIR, 2) clarify information in report, 3) properly format report, 4) notify Vice President of Early Childhood Development and General Manger - Education, Instruction and Operations, and 5) submit UIR to CCL.
  11. The Sr. Director of Support Services or designee will provide a copy of the finalized UIR to the Site Supervisor, Area Director, Vice President of Early Childhood Development, General Manager - General Counsel.