



Complaint and Investigation Policy

Parents or the public may call the published child care services telephone number, or email address found using the following link: [Contact Us - Child Care Services \(ga.gov\)](#) to ask questions or file a complaint. An intake consultant will contact the complainant about their concerns. Intake consultants listen to the concerns and determine if there are potential rule violations associated with the complainant's concerns. If there are potential violations, then an intake will be entered and assigned for investigation.

An investigation is conducted for all complaints related to alleged potential rule violations. The assigned consultant conducts a visit with the program and gathers information concerning the alleged rule violation(s), including review of documentation, inspection of equipment, and conducts staff and children's interviews, if applicable. Once all evidence is gathered, the consultant determines, based on Georgia statute, if there is a preponderance of evidence that a rule was violated. If a preponderance of evidence is present, then the allegation is substantiated, and any rule violation is cited on a visit report.

Violations of child care rules that resulted from substantiated parental or public complaints are available on the Lead Agency's website for 60 months. Since 2004, electronic records on substantiated and unsubstantiated complaint investigations are maintained indefinitely. Paper records are maintained for three years at the Lead Agency's office. If the substantiated complaint results in an Adverse Action after the appeal process has passed, the Adverse Actions are published for 60 months. Information about all visits to child care programs, which includes violations of child care rules cited at each licensed facility during any regulatory visit or investigation, are included in the child care program's state file and on the Lead Agency's website. Additionally, through Georgia's Open Records Act, individuals may request all investigations and supporting documentation that the Lead Agency has for a period of three years. The public can submit open record requests by mail, in person, by phone, or by email using information found at the following link: [Open Records Request \(ga.gov\)](#).