

## **Information for Child Care Operators about the NCRLAP Grievance Process**

It is common for child care operators to have questions about their Facility Summary Report. Occasionally, child care operators may raise objections or disagree with some aspect of the report. This document outlines the steps that operators may follow if they have questions about their report.

### **Step 1: Talk with your Child Care Consultant about your questions or concerns**

Your Child Care Consultant is available to clarify and offer guidance about the NCRLAP assessment and grievance processes. In most situations, questions can be addressed in an informal way (e.g., often with a telephone call to the NCRLAP main office).

### **Step 2: Write a letter to NCRLAP explaining your grievance within 30 working days of reviewing the Facility Summary Report with your Child Care Consultant**

If you decide to proceed beyond Step 1, write a letter to fully describe your grievance. The letter must be submitted to your Child Care Consultant **within 30 working days of reviewing the Facility Summary Report with your Consultant**. Your Consultant will forward the letter to NCRLAP. The letter should include the following information:

- Facility name and contact information (e.g., operator's name, telephone, and mailing address)
- Assessment date(s), rating scale used, and assessor name(s)
- Specific description of your concern or question for each applicable item (please identify the item/indicator number).

After NCRLAP receives your letter, we will provide a written response to each question or concern raised in your letter. Additional information about the Environment Rating Scale requirements or assessment procedures may also be provided. The response letter is generally completed within 30 working days.

### **Step 3: Remedies**

During a grievance process, the entire assessment report will be reviewed. Revisions will be made to correct errors or modify information, as needed. If changes are made, then a revised Facility Summary Report will be submitted to the operator and the Child Care Consultant. In rare cases, a reassessment may be warranted. Ideally, programs will use the information provided in the response letter to determine what, if any program improvements are necessary.

After receiving the response letter, there is an option to have a grievance meeting with NCRLAP staff and DCD staff to further discuss concerns. If this option is desired, you must notify your Consultant **within 10 working days of receiving NCRLAP's grievance response letter**.

All available options will be identified in NCRLAP's response letter, so that you can make the best decision for your program.

### **Additional information about the grievance process**

1. The grievance process applies only to the most recently completed assessment(s) at a facility, rather than a previous assessment.
2. Another assessment cannot be scheduled at a facility until the grievance process for the most recent assessment is completed.