



Tips for Parents: Child Care Complaints

Part of your search for quality child care should include checking with your state to be certain that the provider you're considering doesn't have substantiated complaints or has failed state inspections.

Checking with Your State

States differ in the way they inspect child care facilities and the information they make public. Unfortunately, there is no one database that contains information for every state. Here are several places you can try to find out information about the provider you're considering:

State Health Agencies

In many states, child care facility inspections and fielding complaints about child care providers is the responsibility of the health department. Look in the blue government pages of your phonebook in the state area for the health department. If they don't have the information, they may be able to point you in the right direction.

State Social Service Agencies

In other states, child care administration is the state's social services responsibility. Look in the same state government area of your phone book for "Social Services," "Child and Family Services," or "Child Welfare." Again, if these departments don't have the information you're looking for, they may be able to tell you where you can find it.

Nonprofit Child Care Resource and Referral Organizations

Check your phonebook or do an online search for the Child Care Resource and Referral organization in your area. Make sure you're consulting the nonprofit one, because there are for-profit ones that might charge you a fee. Tell them what you're looking for and see what resources they're aware of. They can also refer you to a child care provider in their database that matches your needs, but remember, just because they are referring a provider to you doesn't mean you don't have to thoroughly interview them and check their facility and references.

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