

§ 98.32 Parental complaints.

The State shall:

- (a) Establish or designate a hotline or similar reporting process for parents to submit complaints about child care providers;
- (b) Maintain a record of substantiated parent complains;
- (c) Make information regarding such parental complaints available to the public on request; and
- (d) The Lead Agency shall provide a detailed description in the Plan of how:
 - (1) Complaints are substantiated and responded to, including whether or not the State uses monitoring as part of its process for responding to complaints for both CCDF and non-CCDF providers; and,
 - (2) A record of substantiated complaints is maintained and is made available.

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