

## **86572.2 Complaint Procedures**

### **(a)**

The licensee shall ensure that written complaint procedures by which children and their authorized representative are permitted to file complaints, without fear of retaliation, with the crisis nursery regarding crisis nursery staff or operations are developed, maintained, and implemented. (1) Staff and each child's authorized representative shall receive copies of such procedures. (2) Signed copies of such procedures shall be maintained in each child's record. (3) Such procedures shall be posted in a location in the crisis nursery that is accessible to children and their authorized representative.

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Staff and each child's authorized representative shall receive copies of such procedures.

#### **(2)**

Signed copies of such procedures shall be maintained in each child's record.

#### **(3)**

Such procedures shall be posted in a location in the crisis nursery that is accessible to children and their authorized representative.