

PROCEDURE

Cancels: 10.1.4 Supervisory Review Policy

See also: PRO 10.1.4; RCW 43.216; 110-300; 110-305;

Approved by:



PRO 10.1.4 MANAGING CHILD CARE VIOLATION DISPUTE PROCESS

Action by: Action:

Licensors

1. **Receives** request from early learning provider for a dispute and **encourages** that the request is submitted via portal. **Explains** the request must be received within 10 business days of receipt of the inspection report, valid complaint findings or Facility Licensing Compliance Agreement (FLCA). A provider may delete their own dispute via portal within 10 business days of the inspection report.
 - 1a. If provider disputes the citation while onsite, **uses** the dispute option within the inspection report.
 - 1b. If request is received via mail or phone call, **ensures** that early learning provider is directed to submit *DCYF 15-907 Child Care Violation Dispute Request* form via portal.
 - 1c. If request involves a FLCA citation, **follows** POL/PRO 10.1.25 Managing Child Care FLCA Violation Dispute Process.
 - 1d. If request is for a complaint finding without a FLCA, **skips to step 2**.
 - 1e. If an enforcement action is created after a dispute is received, **notifies** provider that the dispute will not be processed until the pending enforcement action is complete.
2. **Reviews** dispute request for accuracy and completeness. **Uploads** any supporting documentation into the case.
 - 2a. If all required information is present, **submits** for approval to Supervisor in WA Compass.
 - 2b. If all required information is not present, **requests** extension per WA Compass User Manual.

Supervisor

3. **Reviews** dispute request within 15 business days. Reviews may include:

- Contacting the requestor
- Visiting the site
- Staffing with Licensor

3a. If extension needed, **follows** extensions process per WA Compass User Manual. An automatic email will be sent to the provider. Extensions may be used when:

- LD CPS case is pending
- Law enforcement is involved

3b. If incorrect WAC is cited that is not a rule noted as an immediate risk, **overturns** the decision and **retrains** the staff involved.

4. **Completes** dispute per WA Compass User Manual and **notifies** early learning provider of the outcome using the *Decision DCYF 15-902 Child Care Violation Dispute Decision – 1st Review* letter via WA Compass and **documents** with an observation in WA Compass.

4a. If early learning provider requests further review within 10 business days of receiving the first decision, **skips to step 7**.

4b. If early learning provider requests further review after 10 business days of receiving the first decision, the dispute will not be accepted.

5. **Returns** completed request and all documentation to the Licensor.

Licensor

6. **Revises** any needed changes to inspection report if issues are upheld or overturned and **documents** in WA Compass.

6a. If complaint overturned, **updates** complaint finding in WA Compass.

DCYF Internal Review Committee

Child Care
Licensing
Administrator
or Designee

7. **Receives** *DCYF 15-907 Child Care Violation Dispute Request* via portal.

8. **Coordinates** panel process review.

Child Care
Review
Committee

9. **Reviews** dispute request for inspection report violations within 30 calendar days. If review committee is unable to decide, the Senior Child Care Administrator will make the final decision.

9a. If extension needed, **follows** extensions process per WA Compass User Manual. An automatic email will be sent to the provider.

CCLA or
Designee

10. **Completes** dispute per WA Compass User Manual and **notifies** early learning provider of the outcome using the *Decision DCYF 15-887 Child Care Violation Dispute Decision – 2nd Review* letter via WA Compass and **documents** with an observation in WA Compass.

Licensors

11. **Revises** any needed changes to inspection report with early learning provider if issues are upheld or overturned and **documents** in WA Compass.

11a. If complaint overturned, **updates** complaint finding in WA Compass.

