

TASK OUTLINE

Cancels: TSK 10.3.1.T Conducting Complaint Inspections

See also: POL 10.3.1; PRO 10.3.1; RCW 43.216; 110-300; 110-301

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TSK 10.3.1 Conducting Child Care Complaint Inspections

After receiving and reviewing the intake report, the **Licensor**:

1. **Conducts** an unannounced complaint inspection at the early learning or school-age program within five business days except when approved by a Supervisor. If it is received by child care licensing staff in the evening after the Licensor has left, it still counts as the first business day until midnight.
 - 1a. If LD/CPS involved, communicates with LD/CPS investigator about independent inspection per [10.3.1 - PRO Managing Child Care Complaints](#)
2. **Explains** complaint inspection process to early learning or school-age program staff and individuals that request this information. Do not read allegations directly during inspections.
3. **Inspects** issues related to the complaint by observing environment, interactions and operation of the early learning or school-age program.
4. **Reviews** and **collects** relevant on-site documentation.
 - 4a. If provider offers recorded video, **views** while on site. If a provider does not offer to show video, **does not** request to see video.
5. **Interviews** staff, parents, and other relevant collateral contacts as necessary.
6. **Collects** contact information for parents if necessary.
7. **Interviews** children one on one as needed, with prior written permission from child's parent, using *DCYF 15-918 Permission to Interview a Minor*. Any one on one interview of a minor must have prior approval from a Supervisor.
8. **Completes** inspection report if necessary. ([10.1.21 PRO - Managing Inspection Reports](#)).