



Compliance Concern Policy

Child Care Resource & Referral in Washington & Columbia Counties (CCR&R) believes the responsibility of providing quality child care rests with the provider giving daily care. We are dedicated to supporting and encouraging the training and consulting with the providers who are currently enrolled with us. Upon receipt of concerns about a provider's compliance, CCR&R will address the concerns promptly and in compliance with our policy. If you wish to have a copy of the complete Compliance Concern Policy, it is available to you upon request.

Personal disputes are categorized as any issues involving; child rearing customs/styles, business disagreements, scheduling concerns, or personal conflict, CCR&R urges all parties involved to resolve matters to the best of their ability themselves. All information that is received is confidential and is only shared with the appropriate regulatory organizations and investigative authorities.

Any information received by CCR&R alleging any actions that may threaten the well-being of a child such as; physical, sexual, or emotional abuse, including neglect or lack of supervision, CCR&R will report any concerns to child protective services, the Office of Child Care, as well as other appropriate agencies and authorities. CCR&R may also temporarily suspend referrals to the provider in question. We urge persons to report such concerns to Child Protective Services at (503)681-6917 or toll free at 1-800-275-8952. Violations of the rules and regulations pertaining to child care should also be reported to the Office of Child Care at 1-800-556-6616.

If you have any further questions or concerns regarding rules, regulations, CCR&R policies, or child care laws, please visit www.caowash.org/ccrr or for Oregon state requirements for child care visit www.ChildCareinOregon.gov.



Community Grievance Process

Our Policy

Community Action is committed to fair, respectful and unbiased treatment of participants of our services and programs. We do not discriminate on the basis of gender, age, religion, race, sexual preference or disability.

Community Grievance Procedure

If you are seeking resolution to a complaint regarding Community Action Programs, services or staff, you must initiate the Grievance Procedure, as follows:

1. First, discuss your complaint directly with the staff person involved in the incident.
2. If you are not satisfied that your complaint has been resolved, or if you cannot discuss the complaint with that person, discuss your concern with the appropriate supervisor.
3. If you still are not satisfied that your complaint has been resolved, submit your concern in writing to the Program Director. The Director shall determine if the complaint needs to be forwarded to the funding source (usually for service eligibility issues) or to Head Start Policy Council for final determination.
4. If the complaint is not referred out, the Program Director will meet with you and the involved staff to hear the issue. The Program Director, in consultation with Human Resources, will respond in writing.
5. If you are still not satisfied that your complaint has been resolved, the next step depends on the program you have the concern with.
 - In Head Start, a written complaint is made to the Head Start Policy Council Chairperson. Instructions can be found in Article VIII of the Policy Council By-laws. Further steps are explained there.
 - If the concern does not relate to Head Start, you may appeal to the Executive Director in writing, describing your remaining concern and what you are requesting. The Executive Director, in consultation with Human Resources, will issue a written decision, which will be final.

Due to grantor's requirements, specific programs may have a more detailed grievance procedure that must be followed. If this applies to your grievance you will be provided with the additional grievance procedure and information.