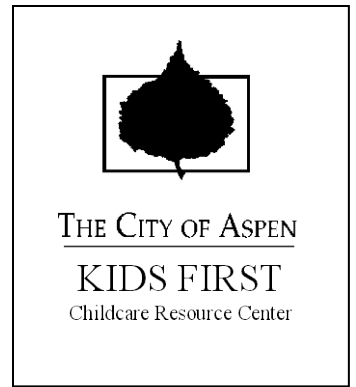


Complaints Against Kids First

Kids First provides families with consumer education information, and specific information regarding childcare providers. Kids First **does not** recommend or endorse any provider or facility. It is the belief and standard policy that families should be given appropriate information and then act to make the best early childhood education arrangement for their child. Information is only given about childcare programs licensed by the State of Colorado.



Procedure for complaints regarding Kids First:

- Complaints received by Kids First staff are documented on a complaint form.
- If the complaint refers to interference of business, staff will review Kids First policy with the caller.
- Complaints regarding service (inaccurate information, attitude of Kids First staff, etc.) is referred to Kids First Director and documented.
- The Kids First Director, City of Aspen Attorney, and Kids First Advisory Board Member will review complaints and determine how the complaint will be handled.
- Qualistar Early Learning is notified regarding the complaint.

Procedure for complaints from an early childhood program regarding a parent:

- The caller is given information on problem solving / resolution assistance.
- The caller is urged to contact authorities if they are concerned about the well being of a child.
- If the caller relates an abuse situation, Kids First will also call Pitkin County Social Services to report the conversation following our stated complaint policy.
- The caller is reminded that Kids First is not a regulatory agency. Kids First staff will refer the caller to the appropriate agency.

Appeals and Review

- If the complainant does not feel that the preceding steps have addressed the complaint, the Kids First Advisory Board will serve as a board of appeals.