

Resolving Disputed Violations

If you are cited for a violation of the child day care licensing regulations and you do not understand the violation or why you were cited, you should:

- Ask the specialist to explain the violation, and show you which regulation was violated.
- If you still disagree that there is a violation of a regulation, you may ask for a supervisory review. You may call (860) 509-8045 or 1-800-282-6063 and ask to speak with the supervisor who covers your town, or in the case of a complaint investigation, ask to speak with the supervisor of the investigations unit.
- If you still wish to dispute the violation after a supervisory review, you may contact the Department at (860) 509-8045 or 1-800-282-6063 and request a managerial review. The manager will decide if the evidence shows a violation exists.
- A provider may request a formal hearing only when the Department issues a statement of charges and the provider wishes to contest a proposed action against the license.

The provider is responsible for submitting a plan of correction to the Department to correct any violation of the child day care licensing regulations.

Core Elements of an Acceptable Corrective Action Plan

Family day care homes, group day care homes and child day care centers are required to submit a corrective action plan to the Department of Public Health (DPH) **within 14 days from the date of inspection** when they have been cited for violating a licensing regulation(s). A corrective action plan informs DPH about the way(s) that the program has corrected the violation(s) to ensure continued compliance.

A corrective action plan must contain the following information, at a minimum, in order to be considered acceptable by DPH:

- A statement as to **how** and **when** the violation was corrected; and,
- in cases where a permanent correction is not immediately possible, **how** and **when** the violation will be corrected and **what** temporary measures have been put in place.

Please review your Corrective Action Plan prior to submitting it to the department to be sure all of the violations have been addressed. Group day care homes and child day care centers may **wish to involve their consultants in preparing and reviewing corrective action plans.**