

Resolving Disputed Violations

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

- Ask the inspector 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 of youth camps, 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 Agency 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 Agency 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 Agency to correct any violation of the youth camp licensing regulations.

Core Elements of an Acceptable Corrective Action Plan

Youth camps are required to submit a corrective action plan to the Office of Early Childhood (OEC) **within 14 days from the date of inspection** when they have been cited for violating a licensing regulation(s). A corrective action plan informs OEC 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 the (OEC):

- 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 agency to be sure all of the violations have been addressed.