

**HOW TO REGISTER A COMPLAINT ABOUT  
A FAMILY CHILD CARE HOME**

**COMPLAINT PROCESS**

1. If you think a Family Child Care provider is violating the licensing laws, ask to see the license. On it is the licensing agency's address and telephone number. You can also check the telephone number in your local telephone book under either:

**STATE OF CALIFORNIA  
DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING**

OR

**COUNTY OF \_\_\_\_\_  
WELFARE OR SOCIAL SERVICES DEPARTMENT  
DAY CARE LICENSING**

2. Contact your local licensing office and register your complaint. It will be investigated and your name will not be given out to the provider.
3. If you believe your child is being physically or sexually abused, you should also report it to your local law enforcement agency.

***IN REPORTING SUSPECTED VIOLATIONS YOU  
NOT ONLY PROTECT YOUR CHILD BUT ALSO  
PERFORM A SERVICE TO YOUR COMMUNITY.***



**STATE OF CALIFORNIA**  
Gray Davis, Governor

**HEALTH AND HUMAN SERVICES AGENCY**  
Grantland Johnson, Secretary

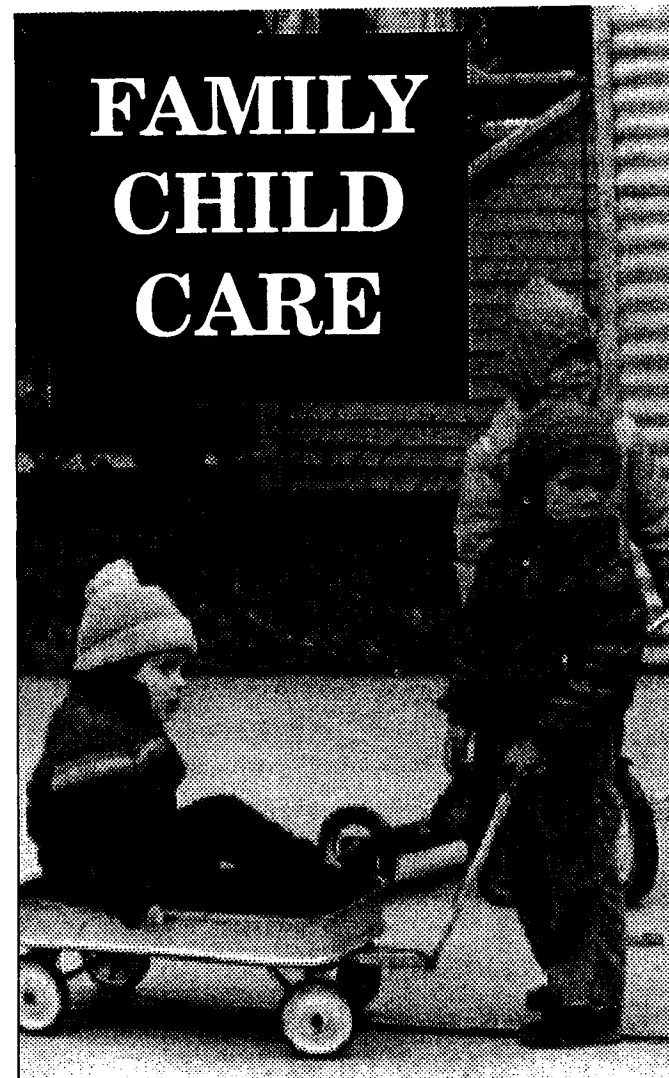
**DEPARTMENT OF SOCIAL SERVICES**  
Rita Saenz, Director

**COMMUNITY CARE LICENSING DIVISION**

*Federal and State laws prohibit discrimination on the basis of Age, Race, Color, National Origin, Disability, Religion, Political Affiliation, Sexual Orientation, Marital Status and Sex in the Administration of this program.*

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**WHAT ARE PARENTS'  
RESPONSIBILITIES?**

*The State Department of Social Services, which licenses homes to provide child care, wants you to understand the licensing standards and the ways in which you, as a parent, are responsible for checking the quality of care your child receives.*

