

## Concerns and/or Complaint Information



### Complaint Procedure for Complaints about CCR&R Services/Staff

Child Care Resource and Referral strives to provide exemplary services to its clients. If clients are dissatisfied for any reason, we want to be aware of what the concerns are and how we can resolve them.

A client of Child Care Resource and Referral with a complaint about staff or the services received should call the Regional office at 1-800-475-0804. To start the complaint process, the client must request to talk to the Regional Parent/Provider Services Coordinator or the Regional Director.

For Child Care licensing information, child abuse/child care complaint inquiries, and child care assistance, please contact the Department of Human Services in your county.

### **COUNTY OFFICES OF DHS FOR CHILD CARE RESOURCE AND REFERRAL REGION 2** **24 Hour Child Abuse Hotline 1-800-362-2178** **Child Support Recovery Unit 1-888-229-9223**

COUNTY	CHILD CARE ASSISTANCE	REPORTING CHILD ABUSE
Allamakee	563-568-4583	563-382-2928
Black Hawk	319-291-2441	319-291-2441
Bremer	319-352-4233	319-352-4233
Buchanan	319-334-6091	319-334-6091
Butler	319-267-2594	319-267-2594
Cerro Gordo	641-424-9977	641-424-9977
Chickasaw	641-228-5713	641-228-5713
Clayton	1-800-632-0014	1-800-611-7781
Delaware	563-927-4512	563-927-4512
Dubuque	563-557-8251	563-557-8251
Fayette	563-422-5634	563-422-5634
Floyd	641-228-5713	641-228-5713
Franklin	319-267-2594	319-267-2594
Grundy	319-267-2594	319-267-2594
Hancock	1-866-707-3271	641-424-9977
Howard	563-568-4583	563-382-2928
Mitchell	641-228-5713	641-228-5713
Winnebago	641-585-3271	641-424-9977
Winneshiek	563-568-4583	563-382-2928
Worth	641-424-9977	641-424-9977

**Any Questions on Phone Numbers/Contact Persons,**

**Check Out DHS Website:**

**<http://www.dhs.state.ia.us/locations/locations.asp>**