

**HOW TO REPORT A COMPLAINT  
TO THE OFFICE OF CHILD CARE  
REGARDING CERTIFICATION REQUIREMENTS**

An individual wishing to register a complaint against a child care center, may call the facility's state licensing specialist. The licensing specialist will take your information and follow up on your complaint. The Office of Child Care recommends that complaints should first be brought to the attention of the Director or Substitute Director. If all attempts to resolve the complaint fail, you may then contact the facility's licensing specialist. Please be advised that the Office of Child Care does not intervene in issues regarding monetary disputes.

Office of Child Care Licensing Specialist  
Sue Kramer  
503-947-1933