Placing a Complaint

Complaint information should include:

- Name of center or certified home provider.
- Who is the complainant?
- What is the complaint? Describe the facts of the complaint situation.
- Who is/are the alleged perpetrator(s)?
- How was the child affected?
- When did the complaint situation occur? Was it an isolated event or an ongoing situation? Include the date, time and time between different events.
- Where did it happen?
- How did it happen? What was the sequence of events?
- Is the child or the family of the child involved?
- Who witnessed the complaint situation?
- Names of staff or other children involved. Also, include other persons involved, such as volunteers or visitors.
- Was the center or certified provider made aware of the complaint?
- What actions were taken by the center or certified provider?

To report a complaint against a licensed child-care center or certified family child-care home, contact the appropriate regional office as noted below. To see what region to report to, please see the regional map below.

**Northern Enforcement Branch**
L&N Building, 10-W
908 West Broadway
Louisville, KY 40203
Phone: (502) 595-5781
Fax: (502) 595-3085

**Eastern Enforcement Branch**
1055 Wellington Way, Ste. 125
Lexington, KY 40513
Phone: (859) 246-2301
Fax: (859) 246-2768

**Southern Enforcement Branch**
116 Commerce Ave.
London, KY 40744
Phone: (606) 330-2030
Fax: (606) 330-2056

**Western Enforcement Branch**
Western State Hospital
3400 Russellville Rd.
Hopkinsville, KY 42240
Phone: (270) 889-6052
Fax: (270) 889-6088