Administrative Policy and Procedure Manual Kansas Department of Health and Environment Bureau of Child Care and Health Facilities **Policy: Request for Program Review**	Program CCLR 2008 - 009 Applicable to all child care facilities and family day care homes Page(s) 1 Effective Date: August 4, 2008

REQUEST FOR PROGRAM REVIEW OF SURVEY FINDINGS

I. POLICY

Each applicant, licensee or registrant who has a question about a finding of noncompliance documented on the Notice of Survey Findings Form may request an explanation of the finding from the surveyor. If the explanation is not satisfactory the applicant, licensee or registrant may contact the Department administrator responsible for their region and discuss any concerns regarding the Notice of Survey Findings. If the explanation or discussion does not resolve the matter and the applicant, licensee or registrant believes the finding is in error, the applicant, licensee or registrant may submit a written request to the Department for a program review and reconsideration of the finding following Department procedures.

II. PROCEDURE FOR REQUESTING A PROGRAM REVIEW OF FINDINGS

Each applicant, licensee or registrant requesting a review and reconsideration of findings shall submit a request in writing to the Director of the Child Care Licensing and Registration Program. Each applicant or licensee of a family foster home may request a review through their sponsoring child placing agency. The request shall be submitted within 15 calendar days of the date on the Notice of Survey Findings and shall include the following:

1. The name, address and telephone number and, if available, email address, of the child care facility or family day care home including the license or certificate number;

2. Identification of the finding that is in question including the date of the Notice of Survey Findings;

3. An explanation of why the applicant, licensee or registrant believes that the finding is in error and should be corrected; and

4. Any additional documentation that would assist in the review.

The review may include the administrator responsible for the case, their supervisor, the Section Director and Program Director. The reviewers may contact the applicant, licensee or registrant, the surveyor or other parties to gain additional information in order to make a determination.

Each review will be completed within 30 days of receipt of the request unless the Department finds that there are extenuating circumstances that would necessitate additional time to complete the review.

Following completion of the review, the Department will provide the person requesting the review the results of the review in writing. If the review indicates an error was made, the Department will issue a correction to the Notice of Survey Findings.

Any request for a review under this policy does not stay or delay the issuance of any administrative order and is separate and distinct from the process to appeal an administrative order. The Department may decline a request for a review if the finding is contained in an administrative order subject to appeal.

III. PURPOSE

To provide applicants, licensees and registrants an additional explanation of findings and to provide a means to correct findings that are in error.

IV. AUTHORITY

The Kansas Department of Health and Environment has the authority to establish Department policy and procedure for conducting the Child Care Licensing and Registration Program and for the regulation of child care facilities and registered family day care homes.

Christine Ross-Baze, Program Director

Joseph F. Kroll, Bureau Director