

Complaint Policy

The NAEYC Council provides a formal process for The NAEYC Accreditation of Early Learning Programs to review complaints filed against any currently accredited program not meeting or complying with the 10 NAEYC Early Learning Program Standards and Criteria, or policies and procedures established for the NAEYC Accreditation of Early Learning Programs by the NAEYC Governing Board and the NAEYC Council.

Complaints are to be submitted in writing, and the complainant must provide his/her name and contact information for the complaint to be reviewed. NAEYC Accreditation of Early Learning Programs will maintain the anonymity of the complainant when reasonable under the circumstances and when such action does not interfere with or limit a program's ability to respond to a complaint. Sharing the complainant's identity will only be done with consent from the complainant, and as required by law.

Any concerns reviewed in this process will result in a review of the program's accreditation status only. Incidents related to the wellbeing and safety of children or the regulation of the program should first be reported to the proper local licensing or regulatory authorities.

NAEYC Accreditation of Early Learning Programs reserves the right to contact local authorities with respect to any complaint inquiry or other information that reveals or suggests any potentially illegal or improper conduct in or related to an accredited program. NAEYC Accreditation of Early Learning Programs disclaims all liability for such actions.

Complaints involving allegations related to NAEYC required criteria may be reviewed in conjunction with the 72-hour Notification Policy, including a review according to the Scope and Severity Decisions Policy.

If the program refuses to comply with this policy, or is deemed to be non-responsive to the NAEYC Accreditation of Early Learning Programs review, accreditation may be revoked.

Approved by Council for NAEYC Accreditation: May 10, 2017
Effective Date: August 1, 2017