Feedback Policy

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

Feedback is to be submitted in writing, and the correspondent must provide his/her name and contact information for the feedback to be reviewed. NAEYC Accreditation of Early Learning Programs will maintain the anonymity of the correspondent when reasonable under the circumstances and when such action does not interfere with or limit a program’s ability to respond to the feedback. Sharing the correspondent’s identity will only be done with consent from the correspondent, 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 feedback 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.

Feedback involving allegations related to NAEYC Required Assessment items 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 deferred.

Approved by Council for NAEYC Accreditation: April 25, 2018
Effective Date: July 1, 2018