



## CHILDCARE AND PARENT SERVICES (CAPS) Georgia's Subsidy Program

<b>CAPS Policy – Grievances</b>	<b>No.: CAPS/00-17</b>	Effective Date: 10/01/2016
		Revised: 10/01/2019
		Revision Effective: 10/01/2019

LEGAL AUTHORITY: Federal Register: 45 Code of Federal Regulation (CFR) 98 and 99.

Cross Reference/See Also: CAPS Policy – Administrative Hearings (CAPS/00-18)

Note: Definitions of words or phrases in bold are located in [Definitions and Acronyms](#). Only the first occurrence of the defined words or phrases are bolded.

### 17 GRIEVANCES

#### 17.1 Purpose

A grievance is any complaint regarding program services, policies, or procedures offered through the **Childcare and Parent Services (CAPS)** program excluding those subject to an **administrative hearing**. Grievances are handled at the State Office level and reviewed by impartial members of CAPS leadership.

#### 17.2 Scope

This policy applies to all employees of the **Department of Early Care and Learning (DECAL)**, all parties responsible for the administration of the CAPS program, **parents**, and child care **providers** who receive subsidies administered by DECAL on behalf of parents.

#### 17.3 Policy Content and Guidelines

17.3.1 Child care providers, **informal providers** and parents have the right to file a grievance, which is different from the guarantee to an administrative hearing (refer to [CAPS/00-18 Administrative Hearings Policy](#)).

17.3.2 Grievances should include the following specific information:

- Contact information
- Provider name (if applicable)
- Circumstances involved in the grievance
- Other individuals with information concerning the grievance

17.3.3 Grievances should be forwarded via one of the following options:

<b>Email</b>	<a href="mailto:CAPS.adverseactions@decalfga.gov">CAPS.adverseactions@decalfga.gov</a>
<b>Phone</b>	1-833-4GACAPS (1-833-442-2277)
<b>Mail</b>	GA Department of Early Care and Learning CAPS – Adverse Actions and Claims Unit 2 Martin L. King Jr. Drive SE Suite 754, East Tower Atlanta, GA 30334
<b>Fax</b>	1-888-838-0051

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17.3.4 Upon receipt of the grievance, DECAL staff will review and make contact as necessary with applicable parties within five business days to reach a resolution as quickly as possible.

**POLICY REVISION HISTORY**

<b>Date</b>	<b>Description of Change</b>
10/01/2019	Updated contact information.