



Child Care Hotline

The Osage Nation Child Care Hotline is for parents/guardians to have an avenue, free from the facility their child attends, to voice any comments, concerns or complaints. The hotline number must be hung so it is visible to all parents/guardians.

Procedures for the Child Care Hotline-

1. The Child Care Hotline will be a number that can receive messages 24 hours a day.
2. Any message received will be addressed by the Osage Nation Child Care Department within two business day or less upon receipt. Any comments, concerns, or complaints will be documented and put in the Provider's file. Depending on the type of message received, one of the following will take place:
 - a. If it is a comment and concern, it will be conveyed to the Site Coordinator and the Director of the department.
 - b. If it is a complaint, the Child Care Department will investigate the complaint, and will discuss with the site coordinator, the director of the program and the Director of Operations. If substantiated, a Plan of Correction will be issued and routinely monitored.