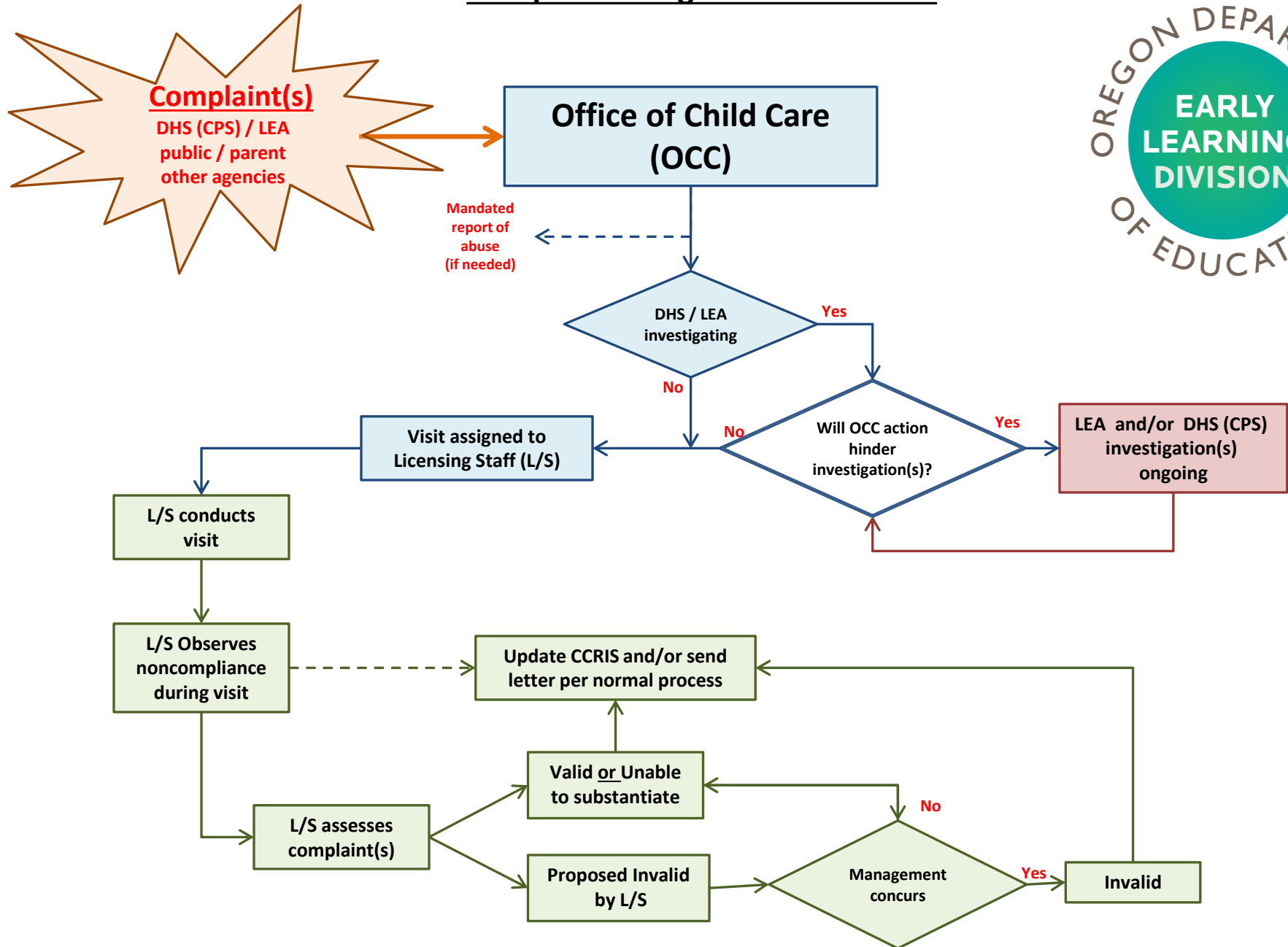


# Complaint assignment flowchart



Mandated report of abuse (if needed)

**Complaint(s)**

DHS (CPS) / LEA  
public / parent  
other agencies

**Office of Child Care (OCC)**

DHS / LEA investigating

Yes

No

No

Yes

Will OCC action hinder investigation(s)?

LEA and/or DHS (CPS) investigation(s) ongoing

L/S conducts visit

L/S Observes noncompliance during visit

Update CCRIS and/or send letter per normal process

Valid or Unable to substantiate

L/S assesses complaint(s)

Proposed Invalid by L/S

Management concurs

Yes

Invalid

No