

---

---

# A BILL FOR AN ACT

RELATING TO INFANT AND TODDLER CHILD CARE CENTERS.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. Pursuant to chapter 17-895, Hawaii  
2 Administrative Rules (HAR), the department of human services  
3 regulates infant and toddler child care centers. However, The  
4 legislature finds that current law does not adequately protect  
5 parents and their infants and toddlers because no standardized  
6 or written procedure exists for an individual to file a  
7 complaint against an infant and toddler child care center. In  
8 addition, there are no rules that address the filing of a  
9 complaint against a center's alleged omissions or wrongful  
10 actions. Section 17-895-6, HAR, only requires an infant and  
11 toddler child care center to provide a written statement on the  
12 center's operation policies, including a statement on grievance  
13 procedures, presumably to accommodate a center's employees.  
14           The purpose of this Act is to allow the department of human  
15 services to adopt rules to provide standardized procedures for  
16 complaints and grievances by both clients and employees against  
17 infant and toddler child care centers in the state.



1 SECTION 2. Chapter 346, Hawaii Revised Statutes, is  
2 amended by adding a new section to be appropriately designated  
3 and to read as follows:

4 "§346- Infant and toddler child care centers;  
5 standardized complaint and grievance procedures; public  
6 information. (a) The department may adopt rules in accordance  
7 with chapter 91, to implement a standardized set of procedures  
8 to accommodate:

- 9 (1) Complaints by individuals, including parents or legal  
10 guardians of client infants and toddlers; and  
11 (2) Grievances by employees of an infant and toddler child  
12 care center,  
13 regarding omissions or alleged wrongful actions committed by the  
14 infant and toddler child care center.

15 (b) The department may make public information regarding  
16 this standardized set of procedures, including any additional  
17 relevant information, and may publicize it on the department's  
18 website."



- 1 SECTION 3. New statutory material is underscored.
- 2 SECTION 4. This Act shall take effect on January 1, 2050.



**Report Title:**

Infant and Toddler Child Care; Complaint & Grievance Policy

**Description:**

Allows the department of human services to adopt rules to implement a standardized set of procedures accommodating complaints and grievances against infant and toddler child care centers. Allows the department to publicize procedures, including on its website. (HB155 HD1)

