
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. The legislature finds that the department of
2 human services regulates the operation of infant and toddler
3 child care centers in the State. The legislature also finds
4 that current law does not adequately protect both parents and
5 their infants and toddlers because no standardized or written
6 procedure exists for an individual to file a complaint against
7 an infant and toddler child care center. Chapter 17-895, Hawaii
8 Administrative Rules (Department of Human Services), regulates
9 infant and toddler child care centers. However, there are no
10 rules that address the filing of a complaint against alleged
11 wrongful actions or omissions of a center. Section 17-895-6,
12 Hawaii Administrative Rules, only requires an infant and toddler
13 child care center to provide a written statement on the center's
14 operation policies, including a statement on grievance
15 procedures, presumably to accommodate a center's employees.

16 The purpose of this Act is to require the department of
17 human services to adopt rules to provide a standardized



1 procedure to accommodate both complaints and grievances against
2 infant and toddler child care centers in the State.

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

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

11 (1) Complaints by individuals, including parents or legal
12 guardians of client infants and toddlers; and

13 (2) Grievances by employees of an infant and toddler child
14 care center,

15 regarding alleged wrongful actions or omissions committed by the
16 infant and toddler child care center.

17 (b) The department shall make public the information
18 regarding this standardized set of procedures and any additional
19 relevant information, including publication on the department's
20 website."

21 SECTION 3. New statutory material is underscored.

22



H.B. NO. 155

1 SECTION 4. This Act shall take effect upon its approval.

2

INTRODUCED BY: *[Handwritten Signature]*
JAN 22 2009



Report Title:

Infant and Toddler Child Care; Complaint & Grievance Policy

Description:

Requires department of human services to adopt rules to implement a standardized set of procedures to accommodate complaints and grievances against infant and toddler child care centers. Requires department to publicize procedures, including on its website.

