

Vermont Child Care Consumer Concern Line

A place to voice your concerns

A clearinghouse for information about registered and licensed child care
1-800-649-2642 or 1-802-241-3110

What concerns can I call with?

Any possible violation of Vermont child care regulations, such as lack of supervision, too many children, unqualified or not enough staff, inappropriate guidance and discipline, unsafe environment, and unregulated child care.

Who can call?

Anyone concerned about children can and should call: 1-800-649-2642 or 1-802-241-3110.

What happens?

A licensing specialist contacts the person making the report and then visits the child care in question to address the concerns. A determination is made as to whether the concern is substantiated. If it is, the licensing specialist may require a program improvement plan or other action. The caller will hear back from the licensing specialist after the visit.

Parents

When looking at child care programs you can also call these numbers to find out if there are any violations against a provider you are considering.