

A LICENSE APPLICANT OR LICENSEE HAS THE RESPONSIBILITY:

1. To submit, in a complete and timely fashion, all materials necessary for initial licensure or license continuation (e.g., application, fees, background information disclosure forms, etc.).
2. To understand and comply with rules and requirements governing licensure.
3. To understand and comply with the reporting requirements outlined in the administrative code governing your program (e.g., damage to the premises; suspected abuse or neglect; any incident or accident involving a child in care that requires medical treatment).
4. To allow unrestricted access to the entire premises, including all records maintained, to the licensing specialist during hours of operation.
5. To understand the licensing specialist's enforcement role regarding compliance with application / licensing procedures.
6. To understand and respect the licensing specialist's authority to inspect, investigate and review all aspects of licensure outlined in the licensing rules. This includes, but is not limited to:
 - Physical premises and equipment
 - Facility records and programming
 - Staff background and qualifications
 - Complaint investigations

If you have any questions regarding these rights and responsibility statements, you may contact the regional licensing office for your area:

NORTHEASTERN REGIONAL OFFICE
200 North Jefferson, Suite 411
Green Bay, WI 54301-5191
(920) 785-7811
DCFplicBRLNERO@wisconsin.gov

NORTHERN REGIONAL OFFICE
2187 North Stevens St., Suite C
Rhineland, WI 54501-0697
715) 361-7700
DCFplicBRLNRO@wisconsin.gov

SOUTHEASTERN REGIONAL OFFICE
141 N.W. Barstow Street, Room 104
Waukesha, WI 53188-3789
(262) 446-7800
DCFplicBRLSERO@wisconsin.gov

SOUTHERN REGIONAL OFFICE
201 W. Washington Ave
PO Box 8947
Madison, WI 53708-8947
(608) 422-6765
DCFplicBRLSRO@wisconsin.gov

WESTERN REGIONAL OFFICE
610 Gibson Street, Suite 2
Eau Claire, WI 54701-3696
(715) 930-1148
DCFplicBRLWRO@wisconsin.gov

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please contact the Bureau of Early Care Regulation at dcfclicreg@wisconsin.gov or (608) 421-7550. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

APPLICANT / LICENSEE RIGHTS AND RESPONSIBILITIES

- Family Child Care Centers
- Group Child Care Centers
- Day Camps for Children



Wisconsin Department of Children and Families
Division of Early Care and Education
Bureau of Early Care Regulation

<https://dcf.wisconsin.gov>

HEALTH, SAFETY AND WELFARE OF WISCONSIN'S CHILDREN

The purpose of licensing is to establish minimum requirements and standards for Wisconsin's child care programs in order to protect the health, safety and welfare of all children in care. It is the responsibility of the Department of Children and Families to develop clear, concise, relevant licensing rules and regulations and to apply them and monitor them for compliance with consistency and uniformity.

The department recognizes the need for open and honest communication with applicants and licensees in order to develop and maintain positive and productive working relationships. To that end, the following are statements of the mutual rights and responsibilities of license applicants and licensees.

A LICENSE APPLICANT OR LICENSEE HAS THE RIGHT:

1. To engage in a cooperative partnership with the department to provide a safe and nurturing environment for children.
2. To be free from discrimination because of race, color, religion, gender, sexual orientation, national origin, political affiliation, disability, marital status or age.
3. To request and receive technical assistance from the department or a department representative to assist in meeting licensing requirements.
4. To have all written communications, announced and unannounced visits, licensing complaint investigations and any other licensing activities conducted in accordance with applicable statutes, rules and policies.
5. To have an exit conference with the department licensing specialist at the conclusion of a licensing visit or complaint investigation and to receive the official written findings as soon as possible thereafter.
6. To expect that the results of the licensing visit or investigation are based on reasonable, clear, consistent and fair interpretation of applicable licensing rules.
7. To submit a written plan of correction to the department's findings, and to have that response made a part of the official licensing record.
8. To be treated with respect, objectivity, courtesy, dignity and fairness by the department's representatives.
9. To bring any alleged misapplication of regulations or procedures, any substantial differences of opinion, or any inequitable treatment from the licensing specialist to the attention of the licensing specialist's regional licensing supervisor.
10. To have a meeting with the regional licensing supervisor if the licensee and the licensing specialist are unable to achieve resolution of their differences.
11. To receive a written notice describing appeal rights regarding any licensing action taken under s. 48.715, Wisconsin Statutes.