

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare	Enrollment: 109	License ID: 51966
Street: 615 1st AVE SE	City: Cedar Rapids	IA Zip Code: 52401
County: Linn		
Mailing Address: 615 1st AVE SE		
Mailing City: Cedar Rapids	IA Zip Code: 52401	
Director's Name: Amanda Connelly White	Center Phone Number: 319-362-0207	
On-Site Supervisors: Lauren Speth Legrand	E-Mail Address: amanda.white@kindercare.com Jeremy.Todd@Kindercare.com	

Date of Complaint: 05-15-2026**Date of Visit:** 05-19-2026
☐ Scheduled
 ☒ Unannounced
 ☐ NA

☒ Non-Compliance with Regulations Found
 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 5/15/2026, a complaint was received. The complainant reported a 2yo child was left alone in an elevator for an unknown length of time only to be found after pressing an emergency button. The complainant reported it's unknown when this happened. The complainant reported the 2yo child was bit a lot and then started biting others when staff were not supervising. The complainant reported children are physically aggressive with one another and crying with snot on their faces without intervention. The complainant reported there are a lot of concerns for staff sitting on their phones and neglecting the children. The complainant reported there are social media posts from staff which reference students and staff should not be able to disclose family information on social media. The complainant reported after a 2yo child was dropped off, the 2yo child ran into the door and had a bump on the head in which the parent did receive an incident report. The complainant reported another child was standing on a toy box, fell back hitting his/her head on the floor, was throwing up, wouldn't open his/her eyes and had to be taken to the hospital. The complainant is unsure what staff was doing when the child climbed on the toy box. The complainant reported three administrative staff were recently seen trying to get a child out of an office that the child had locked him/herself in.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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On 5/19/2026, licensing along with an additional DHHS person conducted a visit to Downtown Cedar Rapids KinderCare. The below is based upon a face-to-face interview with management, a review of internal and external administrative items, and observations while on-site.

CONCLUSION: Rule 109.10(14)a was VIOLATED.

- On 11/21/2025, director Ms. White informed licensing that a child had been left on the elevator for approximately 1-2 minutes. Ms. White talked about how KinderCare was conducting an internal investigation. Ms. White reported providing all staff with training regarding supervision as well as updated elevator policies. Due to low enrollment, Ms. White discussed how all rooms were moved to the main or lower level of the building. When asked, Ms. White confirmed she had already spoken with the fire marshal who indicated she could proceed with not using the upper level as the building has the required exits on the main and lower levels. Licensing and Ms. White discussed how the elevator was no longer being used by children unless the children were accompanied by their own parent or guardian and/or had a medical reason. A written incident report was reviewed indicating the parent had been made aware of the incident on the day it occurred. Staff OM and AT are no longer working at this center.

- Management acknowledged there have been incidents of biting and child behaviors including aggression. Ms. White talked about KinderCare's strategies, policies and procedures to address biting and child behaviors that include behavior plans, contacting families and exercising their disenrollment policy when needed.

- On 3/18/2026, Ms. White informed licensing that an ambulance was called to the center. Ms. White reported a child fell when climbing on foam blocks near the gym windows. Ms. White indicated the child bumped his/her head on the wall resulting in the child going "limp and unconscious" then throwing up and becoming more alert. Ms. White discussed how the child's parents happened to be in the center parking lot when staff called to inform them of the incident. Ms. White reported when the parents came inside, they looked their child over and decided to take their child to the hospital rather than having an ambulance transport. A written incident report and serious injury reporting form were reviewed indicating the parents were made aware of the incident immediately after it occurred. Staff involved were HC and VW.

- On 5/14/2026, Ms. White informed licensing that on 5/13/2026 around 5:35pm an 18mo child went into her office shutting the door which then locked. Ms. White reported the 18mo had been signed out of childcare by his/her parent, who is also a center staff and was tending to end of day duties when this occurred. Ms. White talked about how the 18mo child was locked in her office for approximately 10 minutes while the child's parent-staff along with additional staff attempted to get the office door open. Ms. White discussed reviewing end of day procedures with all staff, reviewing careful supervision with all staff, following mandatory reporting procedures and ensuring copies of any necessary keys are maintained on-site. Staff involved was JB.

- Management discussed how they believe all of these complaints came from one disgruntled parent. On 5/15/2026, Ms. White reported over the last several days the parent had been making increasingly negative social media posts about the center and recording videos while in the center. Ms. White talked about how on 5/14/2026 at pick-up, staff SM asked this parent to please stop tagging her in social media posts. Ms. White reported the parent then began yelling at teachers in the lobby, made a video recording of them and then posted the video to social media. Ms. White indicated she was going to make 5/15/2026 the family's last day due to continuously video recording that is not permitted for safety and privacy reasons as well as overall conduct while on the premises.

Special Notes and Action Required:

This program's license remains in provisional status.

Based upon the above, no response to this report is requested.

Consultant's Signature:

Amy Lyons

Date:

06-17-2026