Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Westside Christian Daycare and Preschool **Enrollment:** 72 **License ID:** 20889

Street: 3908 W River Drive **City:** Davenport **IA** **Zip Code:** 52802 **County:** Scott

Mailing Address: 3908 W River Drive

Mailing City: Davenport **IA** **Zip Code:** 52802

Director's Name: LeeAnn Swanson **Center Phone Number:** 563-323-3800

On-Site Supervisors: N/A **E-Mail Address:** daycare@westsideag.org

Date of Complaint: 08-27-2026 **Date of Visit:** 09-22-2026

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

A school aged child reported that a staff member yelled at them, grabbed their arm and left a mark.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline:Center does not use corporal punishment including spanking, shaking, or slapping.Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used.No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

109.12(2)a-d. The center shall not use as a form of discipline: Punishment which is humiliating or frightening or causes pain or discomfort is not allowed.
VIOLATED.

The staff member admitted to physically grabbing a child's arm to remove them from an area. The staff did not feel like they had grabbed the child hard enough to leave a mark and did not observe a mark.

The child did share that they did have a mark and that they did not like it when the staff yelled at them.

Special Notes and Action Required:

If the director/board choses to allow the staff member to remain with the center the staff will need to take the following trainings and submit them to HHS Heidi Brown by 11/20/2026.

Tools of the Trade for School-Age Practitioners: Positive Guidance:
https://extension.psu.edu/programs/betterkidcare/lessons/tools-of-the-trade-for-school-age-practitioners-positive-guidance

Reclaiming Your Well-Being:
https://extension.psu.edu/programs/betterkidcare/lessons/reclaiming-your-well-being

The director/board will develop a safety plan with this staff member to prevent an incident like this from occurring again.

The director/board will develop a space for child care staff to review important child care information including self-care.

https://www.unitedwayqc.org/wp-content/uploads/2025/07/QC-Community-Resources-July-2025.pdf
https://www.zerotothree.org/resource/preventing-burnout-in-early-childhood-professionals-practical-self-care-strategies/
https://www.gryphonhouse.com/resources/self-care-for-early-childhood-educators-practical-strategies-for-well-being
https://www.gryphonhouse.com/hubfs/Self%20Care%20checklist.jpg

Consultant's Signature:

Heidi Brown

Date:

10-26-2026