

CHILD CARE CENTER COMPLAINT

Name of Center:	Shining Stars Child Development Center III, Inc	Enrollment:	130	License ID:	50369
Street:	4850 E University AVE	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	4850 E University AVE				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Lacey Gomez	Center Phone Number:	515-262-1202		
On-Site Supervisors:	E-Mail Address: shiningstarsdevcenter3@gmail.com				

Date of Complaint: 11-14-2025**Date of Visit:** 11-17-2025☐ 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:**

Concerns reported that a staff yanks the arms of the children in her classroom and is aggressive towards children. The staff yells and curses at children.

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:

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11/17/25 This worker went to the center for an unannounced visit. This worker met with Lacey Gomez and explained the purpose of the visit. Lacey said she had been made aware of concerns with staff P.C. this past Friday and was going to be addressing the concerns today. She was told that P.C. was rough with children, she was short with children, she used a mean tone of voice, she was rough when wiping children's bottoms. She hasn't had concerns from parents about P.C.

This worker talked to two staff members who work with P.C. separately. One staff stated P.C. yells at the children and cusses around the children when she's frustrated. P.C. acts a lot different when Lacey is present. P.C. grabs kids arms or pushes kids heads to get them to go to the calming corner. P.C. says to kids, "do you want to sit in pissy pants and we don't piss in our pants". P.C. is a little rough at naptime, she lays arms or legs on kids to make them lay down. The second staff said P.C. does a lot of yelling with kids. P.C. grabs kids' arms to take them to the calming corner. She swears in the classrooms and uses the word pissy pants with kids. P.C. expects kids to be more independent, like with getting their shoes and pants on and off and gets very frustrated about this.

This worker talked with P.C. and explained the purpose of the visit. P.C. said she uses a stern voice with the class when needed. She has never sworn in the classroom. She has never grabbed a child's arm, she takes kids by their hands. She has never used any inappropriate words. She has never said the word piss or pissy in a classroom. P.C. said there are staff that don't like her and that is where all of this is coming from.

Lacey told this worker that P.C. was upset and left the building, saying she was done.

11/21/25 Email communication with Lacey. Staff P.C. had not returned to the center after she left during work hours except to get a paycheck.

Special Notes and Action Required:

Discipline

109.12(2)a-d

The center shall not use as a form of discipline:

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VIOLATION

There are no recommendations at this time. There were concerns how this staff was treating children. The center was going to address the concerns and make personnel decisions but that staff quit the day of the visit.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

12-09-2025