

CHILD CARE CENTER COMPLAINT

Name of Center:	Loud House Learning Center	Enrollment:	55	License ID:	52455
Street:	204 G Avenue	City:	Grundy Center	IA Zip Code:	50638
Mailing Address:	204 G Avenue				
Mailing City:	Grundy Center	IA Zip Code:	50638		
Director's Name:	Brandy Hippen	Center Phone Number:	319-825-4694		
On-Site Supervisors:	E-Mail Address: loudhouselearningcenter@gmail.com				

Date of Complaint: 06-12-2025**Date of Visit:** 06-12-2025☐ 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:**

A complaint was received that a child was left on the playground unsupervised on 06-11-25. An additional concern had also been reported that staff at the center had been aggressive with a child and another sat on the child which had been reported to the director by that child's parents but it was unknown what if any action the center had taken in response to that situation.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.12(2) Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits.

Inspection Findings:

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An unannounced visit was made to Loud House Learning Center on 06-12-25 where I met with Keri Despard who is the owner, and Brandy Hippen who is the center director. Both were informed of complaint. It is noted that the concern of staff being aggressive with a child had been received on 06-09-25 prior to the concern of the child being left on the playground alone, and Brandy had been contacted about that concern to inquire about action taken by the center. Brandy had noted at that time that she had not yet had an opportunity to speak to the staff identified in that concern as they had not been scheduled to work at the center when she had been contacted. Brandy did note that she had since spoke with those staff and did have a written review. Brandy did provide documentation of the review which noted that there was no specific date or time reported as to when the concern had occurred but that when she spoke with the parent it appeared to have been at some point in the past. Brandy stated that both staff identified denied having been aggressive with the child, or sitting on or otherwise restraining the child. The documentation did include a formal incident review was included in each employee's file, and a plan that included review of each employee's duties and expectations for provision of care was developed.

Brandy did confirm that the situation where the child had been left on the playground alone had occurred and identified the staff that had been present. I was able to speak to all of the staff who had been identified as being involved in both situations. All staff provided consistent and credible statements that on the previous day at approximately 3:30/4:00 a class had been outside playing on the playground. When coming back into the center the teacher who had been out with the children noted that it was a chaotic time with rooms combining due to lower numbers and while she did a head count she missed the child identified in the complaint. All staff reported the child's father arrived at around that same time and when asking about his child was told they thought the child was in one room but the child was not, and that staff sent him back to another room. It was at that time that the father found the child sitting outside the door to the playground. The staff involved stated that the child was outside alone for just a minute or two but the actual duration of time was unknown. All staff identified that exchanges of care/custody of children is just done verbally between classrooms. All staff denied having been aggressive with or restraining a child in any manner, or having observed any other staff acting in an aggressive manner with or restraining a child.

During the visit it was noted that snack was being served and the snack being provided included flavored gelatin which would not be a credible nutritional option in compliance with Child and Adult Care Food Program (CACFP) requirements. Brandy did state that the center is looking to create a standard multi-week rotation menu. Information on the CACFP Shopper application was provided that would assist the center with identifying credible food options.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. While the center does have policy in place regarding signing children in/out of the center and classrooms practice was not followed. All parties agree that there was a situation on 06-11-25 where a child was left alone when the class came in from playing outside on the playground area. The teacher incharge of the group confirmed that she had completed a head count but due to it be a busy and chaotic time when groups were being combined she missed the child identified in the complaint. All parties agree that the child's father arrived to pick up the child and was sent to one classroom for his child and when the was not there the staff of that room sent him to another, and the child was eventually found outside by the door to the playground alone. All staff confirmed that the process to transfer responsibility for children is done by verbally telling co-worker when transferring care.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 109.12(2)a-d Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits and prohibits among other things the use of corporal punishment, physical restraint, threats, or intimidation. Brandy confirmed that a parent had spoken with her about a concern of an employee that was alleged to have dragged a child across a room, and another employee was to have sat on the child but neither a specific or general date/time of when this was to have occurred was identified. In speaking with staff all denied having dragged or restrained a child in any manner, nor were they aware of any other staff having done so at any time.

Special Notes and Action Required:

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This complaint is SUBSTANTIATED for violation of the licensing standard regarding supervision of children. The following actions are required and/or recommended. A full license will remain in effect at this time.

REQUIRED:

- 1: The center will develop a specific written policy and procedures regarding transferring and acknowledgement of care and custody of children that includes a documentation component.
2. The center shall submit copies of planned menus to the DHHS Licensing Consultant for review.

Consultant's Signature:

Ray Salisbury

Date:

06-16-2025