

CHILD CARE CENTER COMPLAINT

Name of Center: West Town Charlie Brown	Enrollment: 211	License ID: 22023
Street: 1780 S Monroe Ave	City: Mason City	IA Zip Code: 50401
County: Cerro Gordo		
Mailing Address: 1780 S Monroe Ave		
Mailing City: Mason City	IA Zip Code: 50401	
Director's Name: Kris Tabbert	Center Phone Number: 641-424-0065	
On-Site Supervisors:	E-Mail Address: westcb@charliebrownpreschools.com	

Date of Complaint: 04-21-2026**Date of Visit:** 04-24-2026☐ 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:**

A complaint was received that an employee of West Town Charlie Brown drug a child across the floor when the child was refusing to listen to staff.

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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An unannounced visit was made to the West Town Charlie Brown center on 04-24-26 where I met with executive director, Ashley Larsen, and center director, Kris Tabbert. Both were informed of the complaint and stated they were aware of the concern. Ashley and Kris stated that the incident involved a child that had issues while on the playground. The classroom teacher (ZD) brought the child into the building where the child continued to have problems with the child dropping to the floor. The child was then brought to the main office/entry area where another employee (AM) pulled the child into the office to reduce the risk of injury to the child from being struck by a door, or from the child's behavior. Both confirmed that the board did have a meeting to discuss the concern, spoke with the employees involved, and reiterated the center policies regarding requesting assistance when a child is having behavioral concerns.

I was able to review video footage of the interactions. The video began in the classroom where the child and the teacher (ZD) can be seen entering the room from the playground. The child then sits on the floor. The teacher held the child's hands and the child was then observed to go limp. While holding both hands the employee is seen to lift the child and take a couple steps forward straddling the child and pulling the child forward between the employee's feet with the child laying on their back, and then repeats that action one more time. The flooring was observed to be smooth tile. The estimated total distance the child was dragged is approximately 6-8 feet. The employee then let go of the child who laid on the floor as the employee took a step away. The child then gets up from the floor unassisted, and the child and employee were observed to walk to the door and exit the classroom with the child walking unassisted. The video then shifts to a camera angle from the main lobby area where the child and teacher can be seen entering from the hallway. Upon reaching the lobby area the child again limply drops to the floor. The other employee, (AM), was then observed to walk over and take the child by the hands dragging the child on their stomach into the center administrative office area where she then let go of the child who was observed to lay on the floor on their own. The estimated distance the child was dragged is 10-15 feet. The flooring was observed to be smooth tile transitioning to carpeting at the threshold of the office space. It was at that point the video ended.

I was able to speak to both staff (ZD), and (AM) individually. Both confirmed that the video was an accurate depiction of the interactions. (ZD) did state that the incident started when the child arrived late while the class was outside playing. Due to weather the class was told to clean up to return to the classroom and the child refused to comply with either assisting to clean up, or come inside. (ZD) stated they took the other children into the classroom and she returned to playground to bring the child in and did carry the child into the building. (ZD) stated that the child was upset that they did not get as much time outside as the other children. (ZD) stated that she did ask her co-worker for assistance who told her to take the child up front. (AM) confirmed that once she had the child in the office area she did let go of the child who then remained on the floor until the child was able to regain control of their behavior.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 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.

-- Surveillance video of the incident does show that the child did engage in a behavior of going limp and laying on the floor when not wanting to follow staff direction. In response two employees were observed to engage in a practice of holding the child by the hands and dragging the child across the floor. Given that the action was response to the child's behavior it would be considered a form of discipline. It is a physical form of discipline that would be likely to result in pain or injury and would be prohibited.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the cited licensing standard. The center director, and center board of directors were aware of the issue, have reviewed the concern, and taken administrative action in response. No further action is required or recommended.

Consultant's Signature:

Ray Salsbury

Date:

05-04-2026