

CHILD CARE CENTER COMPLAINT

Name of Center: Waukee KinderCare	Enrollment: 122	License ID: 51530
Street: 1155 SE Kettlestone BLVD	City: Waukee	IA Zip Code: 50263
County: Dallas		
Mailing Address: 1155 SE Kettlestone BLVD		
Mailing City: Waukee	IA Zip Code: 50263	
Director's Name: Jodi Neal	Center Phone Number: 515-422-3945	
On-Site Supervisors: Brittany Langer	E-Mail Address: jodi.neal@kindercare.com courtney.oltjenbruns@kindercare.com	

Date of Complaint: 05-18-2026**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:**

It is alleged that an unknown female person (KinderCare Waukee staff member) hit an unknown male child (age 1-2 years) in the back with their fist hard enough that it was heard by an observer. The child did not react or appear in distress. No injury was reported. This same staff person was observed yelling at children and putting the same child above aggressively down on the child's cot for nap time.

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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This consultant was made aware by a coworker of several Facebook posts at roughly 6:00pm on 5/18/26 in relation to the complaint. This consultant checked work emails/phone calls and already had a voice message from the director, Jodi Neal, who also followed up with an email to this consultant in regards to the complaint. Jodi informed this consultant that the staff person in question was immediately placed on leave pending an investigation. This consultant also reviewed several Facebook posts in relation to the reported concerns. A formal complaint was also received after normal business hours through the complaint intake number. It was noted that on the early morning hours of 5/19/26, several Facebook posts had since been removed.

On 5/19/26, this consultant made a scheduled visit to the center. The director, Jodi, stated she had interviewed several individuals and also her supervisor and the decision was made to terminate the employee. Jodi stated she also followed up with the child's parents about the situation.

Because of the unfortunate actions of a now former employee, the center, although they acted reasonable and prudent in addressing this matter, is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2)A-D AS IT PERTAINS TO DISCIPLINE OF CHILDREN.

Special Notes and Action Required:

The director was instructed to review with all of her staff what type of discipline of children is allowed as well as what type of discipline of children that is not allowed.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the HHS Licensing Consultant to inquire.

Consultant's Signature:

Nate Knepper

Date:

05-19-2026