

CHILD CARE CENTER COMPLAINT

Name of Center:	West Town Charlie Brown	Enrollment:	240	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:	Ashley Larsen (exec. director)	Center Phone Number:	641-424-0065		
On-Site Supervisors:	Kris Tabbert (ctr. director)	E-Mail Address:	westcb@charliebrownpreschools.com		

Date of Complaint: 07-29-2025**Date of Visit:** 07-31-2025☐ 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 an employee of West Town Charlie Brown grabbed a child by the arm and aggressively throw the child on the ground to put the child's shoes on.

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 07-31-25 where I met with the executive director Ashley Larsen, and the center director Kris Tabbert. They were informed of the complaint and both were aware of the concern and confirmed that the incident had occurred. Both stated they had spoken with the employee, and taken administrative action. The center does have a video monitoring system and I was able to review video of the incident.

The video had a time stamp of 07-41 AM on 07-28-25. The video did not have audio but did show the teacher and the child near the back of the room. The teacher was observed to take the child by the arm pulling the child to her, sitting the child down on the floor in a forceful manner, and then putting the child's shoes on. The actions appeared to be in response to the child not following direction or responding to the teacher.

The teacher identified in the complaint was not at the center at the time of the visit but a contact number was provided.

I was able to speak to the teacher identified in the complaint who stated that the child had arrived upset because her mother had not put her hair in a ponytail. The child was having a tantrum and the teacher stated that she did tell the child she would help her but the child continued to be upset. The teacher stated that there was another child that was also acting out in the classroom creating a frustrating situation. The teacher stated that her intent with the child was to be "stern", and did not intend for it to be as forceful. The teacher stated that the child did calm down, she put the pony tail in, and the child went on to play with no problems.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(2)a-d which requires among other things that the center shall not use as a form of discipline corporal punishment including shaking or punishment which is frightening or causes pain or discomfort is not allowed. Video footage was available which did show an employee physically handling a child in a harsh manner that would be characterized as a form of corporal punishment that was likely to result in fear and/or discomfort in the child. The actions did appear to be in response to the child's behavior of not responding to the teacher and as such would be considered a form of discipline.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the cited licensing standard. The center director was aware of the concern and did take appropriate action in response. No further action is required or recommended. A full license will remain in effect at this time.

Consultant's Signature:

Ray Salsbury

Date:

08-05-2025