

CHILD CARE CENTER COMPLAINT

Name of Center: Stepping Stones Early Learning Center Inc	Enrollment: 75	License ID: 23962
Street: 300 Panther DR	City: Knoxville	IA Zip Code: 50138 County: Marion
Mailing Address: 300 Panther DR		
Mailing City: Knoxville	IA Zip Code: 50138	
Director's Name: Keri Garrison	Center Phone Number: 641-828-7837	
On-Site Supervisors: Kathy VanDeVeer Heidi Higginbotham	E-Mail Address: kgarrison@knoxvillesteppingstones.com	

Date of Complaint: 09-23-2026**Date of Visit:** 09-23-2026
☐ 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:**

Staff said to a 9 year old, "if you don't stop smiling right now, I will smack that smile right off your face." Additionally, the child was eating cookies for a snack and dipped the cookies into her milk. The teacher told her not to do that, and the child did it again. The teacher then took the child's food and threw it away not allowing her to finish.

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:

The determination of this report was based on statements made the reporter, the Director and the staff member. Training requirements were reviewed.

The staff member denied telling a child she would smack them. She stated she did throw a cookie away at snack time as the child was making a mess with a cookie in spilled milk and the child would not stop making a mess.

The staff had the required number of professional development hours.

1. 109.12(2)a-d The center shall not use as a form of discipline: 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. Staff did admit to throwing away a cookie from the child's snack due to her making a mess with the cookie in spilled milk on the table.

VIOLATION

CHILD CARE CENTER COMPLAINT

Special Notes and Action Required:

Consultant's Signature:

Jill Seibert

Date:

10-22-2026