

CHILD CARE CENTER COMPLAINT

Name of Center: Little Raptor Daycare	Enrollment: 45	License ID: 50355
Street: 519 E Maple ST	City: Holstein	IA Zip Code: 51025
Mailing Address: PO Box 320		County: Ida
Mailing City: Holstein	IA Zip Code: 51025	
Director's Name: Nakita Jacobson	Center Phone Number: 712-368-4353	
On-Site Supervisors:	E-Mail Address: njacobson@rvraptors.org	

Date of Complaint: 10-10-2025**Date of Visit:** 10-13-2025
☐ 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:**

Concerns were reported regarding playground safety, supervision consistency, infant care procedures, pickup practices, and staff interactions.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Equipment placed in the program area is maintained so as not to result in injury to the children.

109.11(4)a Center must have safe outdoor program area adjacent to the center, with sufficient square footage to accommodate at least 30 percent of the enrollment capacity at any one time at 75 square feet per child. Outdoor space must be free from litter and unsafe materials and free from contamination by the drainage or ponding of sewage or storm water. Include safe play equipment and an area of shade. Include fencing to protect from bodies of water or vehicular traffic.

109.13(5) Centers shall ensure that food preparation and storage procedures are consistent with the recommendations of the CACFPs.

Inspection Findings:

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On 10/13/25I completed an unannounced visit to this center regarding a complaint that had been reported regarding concerns about the playground area, a missing gate and supervision provided. The following is based upon a face-to-face interview with the director, other employees, review of records and observation of the playground and the center.

109.11(3)a Center shall ensure that:

Facility and premises are sanitary, safe, and hazard free.

Sufficient lighting shall be provided.

Sufficient ventilation.

Sufficient heating.

Sufficient cooling.

Equipment placed in the program area is maintained so as not to result in injury to the children. **RULE VIOLATED**

The gate needs to be replaced in the toddler room.

109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. **RULE NOT VIOLATED**

There was nothing to indicate that appropriate supervision was not provided. Staff were in ratio on the day of the unannounced visit. All records were up to date in regard to injuries that had occurred at the daycare center.

109.13(5)

Centers shall ensure that food preparation and storage procedures are consistent with the recommendations of the CACFPs. **RULE NOT VIOLATED**

Breast milk that had been brought to the center unlabeled as thrown away and documented.

109.11(4)a

Center must have safe outdoor program area adjacent to the center, with sufficient square footage to accommodate at least 30 percent of the enrollment capacity at any one time at 75 spear feet per child. Outdoor space must:

Be free from litter and unsafe materials and free from contamination by the drainage or ponding of sewage or storm water.

Include safe play equipment and an area of shade. Include fencing to protect from bodies of water or vehicular traffic. **RULE VIOLATED**

There are several areas that need to be corrected on the playground. The cement around the base of the shade structure is still too high and is a safety risk. There is a huge hole near a post on the right side of your rubber surfacing that needs to be fixed as well as other holes in grass. The grassy area should be relatively level, and there should be no raised edge leading to the surfaced playground area, as this presents a tripping hazard.

Special Notes and Action Required:

The gate in the classroom must be repaired no later than November 30, 2025.

While many of the reported concerns were either unsubstantiated or had been appropriately addressed, the playground safety issues remain unresolved and require prompt attention. These hazards pose a continued risk to children and must be prioritized by the administration.

Please submit a detailed plan of correction addressing the issues identified in the outdoor playground area. Additionally, provide a safety plan outlining the measures that will be implemented to ensure the well-being of children who use this area until all necessary corrections are completed.

Consultant's Signature:

Leann Steinhauer

Date:

10-17-2025