

CHILD CARE CENTER COMPLAINT

Name of Center: KCE Champions LLC @ LECC	Enrollment: 150	License ID: 52876
Street: 235 West School St	City: Lisbon	IA Zip Code: 52253 County: Linn
Mailing Address: PO Box 839		
Mailing City: Lisbon	IA Zip Code: 52253	
Director's Name: Haley Sondgeroth	Center Phone Number: 319-432-3608	
On-Site Supervisors: Kelli Brown	E-Mail Address: haley.sondgeroth@discoverchampions.com bree.hogue@discoverchampions.com ssous@discoverchampions.com	

Date of Complaint: 07-02-2026**Date of Visit:** 07-01-2026
☐ 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 complainant reported that on 7/1/2026 a 2yo child was left unattended outdoors for approximately 7 minutes.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

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

Inspection Findings:

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On 7/1/2026, licensing was made aware of the incident while conducting an unannounced visit to KCE Champions LLC @ LECC. The below is based upon a face-to-face interview and phone discussion with management, correspondence with management, face-to-face interviews with multiple staff, a review of internal administrative items including video footage, and observations while on-site.

CONCLUSION: Rules 109.8(2) and 109.10(14)a were VIOLATED.

- Management discussed how they became aware of the incident, opened an internal investigation, followed mandatory reporting policies, completed a written incident report and provided prompt parental notification.
- Information gathered indicated a 2yo child was left outdoors unattended for approximately 7 minutes. When the child was brought inside by staff, the child was found to be uninjured and not in duress.
- Since this incident, management has held one-on-one meetings with all lead staff discussing the importance of transition tracking and face-to-name procedures. Management reported retraining all staff on how to conduct face-to-name procedures walking through the process with them from start to finish. Management reported providing staff with transition techniques, ideas to create engaging transitions for all ages, and strategies for open communication among all staff in a room regardless of lead, assistant or floater position. Management has posted new "Stop Sign" signage on both the inside and outside of all center doors to encourage and remind staff to stop and conduct face-to-name procedures. Management indicated the two staff specifically involved in this incident are required to attend in-person supervision training on 7/15/2026.

Special Notes and Action Required:

Based upon the above, no response to this report is requested.

Consultant's Signature:

Amy Lyons

Date:

07-23-2026