

CHILD CARE CENTER COMPLAINT

Name of Center:	Growing With Grace Early Learning Center	Enrollment:	73	License ID:	47860
Street:	3740 Utica Ridge Road Suite A	City:	Bettendorf	IA Zip Code:	52722
County:	Scott				
Mailing Address:	3740 Utica Ridge Road Suite A				
Mailing City:	Bettendorf	IA Zip Code:	52722		
Director's Name:	Jill Trannel	Center Phone Number:	563-505-4618		
On-Site Supervisors:	E-Mail Address: growingwithgracebett@gmail.com				

Date of Complaint: 11-06-2025**Date of Visit:** 11-07-2025☒ 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:**

It is alleged that staff was not providing sufficient supervision on 11/5/25 while the children were playing outdoors. Three five year old children were involved in an incident where two of them were pulling their pants down and playing with a stick in one child's private area causing a minor injury. Another child saw the activity and reported it to the staff. In 2024, it is further alleged that a different child pulled the same five year old's pants down at the center.

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.

Inspection Findings:

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The center was visited on 11/7/25 by the licensing consultant and HHS worker Haley Brock. The center director, Jill Trannel, and several other staff were spoken to individually regarding the reported concerns. Jill and the staff were familiar with at least a portion of the concerns. It is noted that HHS Brock has also gathered information from the child and child's family.

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

Information gathered indicates that the 11/5/25 incident occurred while the children were playing inside a small plastic playhouse in the outdoor play area, although center staff were not aware that a stick was also involved. The staff stated she was sitting in a chair about 20 feet from the playhouse and could see into the playhouse through the door given the position of her chair, however, information gathered suggests that it is more likely that the house was positioned differently at the time of the incident thus the staff would not have been able to see into the doorway from her chair. It was noted that on the day of this visit there were two chairs observed positioned in different areas of the outdoor play area. The staff stated they typically sit in these chairs while the children are playing. The center is cited with regard to this incident as it does seem that staff should have been providing better supervision. The children had enough time to be pulling each other's pants down and to be experimenting with the stick. It is expected that staff would be up and around the outdoor play area observing and interacting with children and not fixed in a chair. It is also noted that when children are inside of play structures, or any area where visibility of children may be obstructed, staff should pay close attention to those areas to ensure proper supervision.

In regards to the alleged 2024 incident, the center director, Jill Trannel, recalls being made aware of a possible incident but when they talked to the child the story changed over time. Jill stated the other child denied the incident. Jill stated she talked with the staff and no one was aware of any such incident. Jill stated they talked to the parents of the children. Jill stated she did not have concerns about the staff who would have been involved with supervising these children. Jill and the staff stated subsequent the concern, the center had come up with an even stronger plan for restroom activity for this child to avoid any further incidents/accusations, and all involved parties were satisfied at the time. During this visit, Jill and the other staff demonstrated the center's restroom supervision policies which appear to indicate the children are well supervised and would limit this type of activity being able to occur while children are using the restroom.

Special Notes and Action Required:

Subsequent this visit, the center director provided the following correspondence:

"Adjustments to the Growing with Grace Outdoor Supervision (November 2025)

1. Adult sized chairs will be removed from the outdoor area. All staff are encouraged to walk around and actively supervise the children when they are playing outside. It is still encouraged to visually divide the playground for the best supervision, but rather than sitting to supervise please walk around within your area.
2. All "playhouses" will be removed from the playground so that all children can be visible at all times.
3. Please continue to respect our current policy of not being on your phone while you are in ratio supervising children. You are all doing a great job of remaining focused on the supervision of the children, so this is just a reminder. Please continue to take your phone with you in case of an emergency.
4. Please continue to report any incident that occurs outside to Jill or Chris to determine if an incident report needs to be filed."

The center director shall continue to monitor the plan and ensure any concerns are addressed promptly.

Consultant's Signature:

Heidi Hungate

Date:

12-08-2025