

CHILD CARE CENTER COMPLAINT

Name of Center: Altoona Achievers	Enrollment: 149	License ID: 51320
Street: 2385 3rd Ave SW	City: Altoona	IA Zip Code: 50009
County: Polk		
Mailing Address: 2385 3rd Ave SW		
Mailing City: Altoona	IA Zip Code: 50009	
Director's Name: Kelsie Dunwell	Center Phone Number: 515-513-4384	
On-Site Supervisors:	E-Mail Address: junior.achievers@yahoo.com altoonaachievers@yahoo.com	

Date of Complaint: 07-23-2025**Date of Visit:** 07-30-2025
☐ 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 a six year old was touched on his private area by another child at the daycare on 7/10/25 and again on 7/22/25. The daycare was made aware of some concerns going on in the classroom after the first incident.

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:

7/23/25 Email received from Kelsie Gurwell.

7/24/25 Email received from Kelsie Gurwell.

7/24/25 Email sent to HHS Saunders.

7/24/25 Phone call with Kelsie Gurwell.

7/25/15 Phone call with HHS Saunders.

7/25/25 Email sent to Kelsie Gurwell.

7/30/25 Visit to daycare with HHS Saunders. This worker and HHS Saunders met with Kelsie Gurwell. Kelsie stated there are three staff working with this classroom. kindergarten through sixth grade. Thirty children are enrolled in the class. There are times in programming the class is divided in two groups: kindergarten through second grade and third through sixth grade. The class is divided for off site field trips.

The center hasn't had behavioral issues for either child involved in the concerns reported. On 7/10/25, the mother of the child who was reportedly touched inappropriately, child 1, messaged the daycare through the center's Bright Wheel app. This was the general app that went to all the staff at the

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center. The parent messaged at 10:00 pm. On Site Supervisor Maddy Doyle spoke with the parent on 7/11/25. The parent had concerns about some inappropriate conversations between her child and some other boys in the room.

On 7/14/25, the center got a message asking for a meeting. On 7/15/25, Kelsie met with the mother, who expressed concerns about the inappropriate conversations and also rough housing. On 7/22/25 was the first time the mother had mentioned that her child had been touched inappropriately by child 2. The parent said she sent a message about this type of incident happening previously but Kelsie has not found any messages stating this. Kelsie talked to staff and all staff said they have never seen anything like this happen. The child is very verbal and forthcoming. Child 1 never told staff anything about child 2 hurting him or touching him inappropriately. The mother stated child 1 had an inappropriate video on his tablet but this video was accidentally deleted.

Children are allowed to use their personal tablets a few times during the day, generally in the mornings and late in the afternoons. This worker discussed the importance of supervision, the children having games that aren't appropriate already on their tablets, access to internet, etc. This worker discussed younger children being exposed to games that may not be appropriate to things that older children might be. This worker suggested the center have only center owned tablets be available to children to prevent various issues that could be easily preventable. Kelsie said she will be considering this.

This worker and HHS Saunders met with staff MD. She works in the school age classroom. She talked to the parent on 7/11/25 about the mother having concerns with inappropriate conversations going on in the school age class. She believed it to be cuss words and the kids talking about body parts. The staff addressed the concerns to the entire class, using appropriate language while at daycare. She has never seen anything inappropriate interactions between child 1 and child 2. Kelsie asked all staff if they have observed anything inappropriate occur between the two children and no staff have seen anything happen.

This worker and HHS Saunders met with staff HW. She works in the school age class. She has never seen anything of concern happen between child 1 and child 2. This class does have to be reminded often about safe hands as they tend to want to wrestle a lot. She doesn't have any concerns in particular with either of these children. She is aware that the parent of child 1 had concerns with language being used by children in their classroom. She thinks this was in regards to women body parts. Staff talked to the children about using appropriate language at daycare. The parent sent a message to the general Bright Wheel app. Child 1 tends to be verbal and tell the staff about things children are doing. He has never stated anything wrong that has happened, about him being hurt by anyone. She isn't aware of any inappropriate being on child 1's tablet. Child 2 did have an inappropriate game on his tablet and the center did notify his parents about this.

This worker and HHS Saunders met with staff PH. She stated she hasn't had any concerns for either child 1 or child 2. She hasn't had direct conversations with any parents. She has never witnessed anything inappropriate between these two children.

This worker and HHS Saunders met with Kelsie for a second time. Kelsie provided copies of the Bright Wheel messages from the parent. She also provided a copy of some communication that was handwritten.

This worker and HHS Saunders observed the school age classroom. The room is adequately furnished and arranged in a manner that there should not be any obvious supervision concerns.

Special Notes and Action Required:

HHS Saunders had conversations and meetings with involved family members. Family members provided information that they had reached out to the daycare on more than one occasion prior to the incident on 7/21/25. The family and daycare had some conversations regarding their concerns with inappropriate interactions occurring in the school age classroom after the first incident.

109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

Parents had reached out to the daycare on a few separate occasions to express concerns about inappropriate activity occurring in the school age classroom.

The daycare was aware that there was inappropriate activity occurring in the school age classroom.

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Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

08-21-2025