

CHILD CARE CENTER COMPLAINT

Name of Center:	Pleasant Hill KinderCare	Enrollment:	166	License ID:	27466
Street:	1425 Copper Creek DR	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	1425 Copper Creek DR				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Jessica Gathercole	Center Phone Number:	515-262-3838		
On-Site Supervisors:	Gabriella Garcia and Ashley Newman - Fees	E-Mail Address:	301829@klcorp.com Jeremy.Todd@KinderCare.com		

Date of Complaint: 09-25-2026**Date of Visit:** 09-28-2026☐ 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:**

It was alleged that on 9/25/2026, staff member (first initial N last name unknown) grabbed an approximately one year old female child by one arm and jerked her up off of the floor and then screamed in her face. She then roughly placed her on the floor. No injuries to the child were reported when questioned.

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:

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After receiving the Intake, this consultant reviewed I - Power to find the alleged staff member alleged responsible under the center's I - Power profile as only the first name of the staff member was known by the reporter. This consultant later confirmed while at the center this was the same staff person involved who was also listed in I - Power.

This consultant spoke to the reporter as well as a collateral source on 9/28/26.

This consultant then made an unannounced visit to the center in the morning of 9/28/26 and spoke to the director, Jessica Gathercole, and another staff member who was present and in charge last Friday and had the staff member leave the premises after the incident. Jessica stated she was made aware of the incident from Friday afternoon and that was why she was in the office this morning (off last Friday initially a day off for her on Monday as well). Jessica confirmed this staff person was currently on leave and would most likely be terminated from employment after she had a chance to speak again to her supervisor, Jeremy Todd.

This consultant then spoke to another staff person who was present in the classroom at the time of the alleged incident. This staff person stated staff NB became upset with a child for presumably climbing on a shelf of some sort. NB grabbed the child by one arm (bicep area) and picked the child up and put the child down in a more aggressive manner. NB then yelled at the child. The child cried, but did not appear to be injured when looked over. This staff person's account of events matched the collateral person's description and account of events.

This consultant emailed the Kindercare District Supervisor, Jeremy Todd, after the visit to the center to inform him of this consultant's involvement with this reported concern.

Because of the actions of staff member NB, the center is FOUND TO BE IN VIOLATION OF LICENSING REGULATION 109.12(2)A-D AS IT PERTAINS TO DISCIPLINE OF CHILDREN.

Special Notes and Action Required:

The center has monthly all staff meetings. The next such meeting is scheduled for 10/12/26 which will include staff taking professional development training hours. However, part of this all staff meeting day should also include all staff reviewing what is allowed vs. what is not allowed for discipline of children. What is not allowed for discipline includes:

- a. Corporal punishment, including spanking, shaking, and slapping.
- b. Punishment that is humiliating or frightening or that causes pain to the child. Children shall never be locked in a room or closet.
- c. When restraints are part of a treatment plan for a child with a disability authorized by the parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.
- d. Punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest.
- e. No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family.

Consultant's Signature:

Nate Knepper

Date:

09-28-2026