

CHILD CARE CENTER COMPLAINT

Name of Center:	Creative Kids Company - Vinton	Enrollment:	77	License ID:	52511
Street:	308 E 13th Street	City:	Vinton	IA Zip Code:	52349
County:	Benton				
Mailing Address:	203 Cottage ST				
Mailing City:	Shellsburg	IA Zip Code:	52332		
Director's Name:	Meredith Zuspann & Kelsey Fish	Center Phone Number:	319-436-5877		
On-Site Supervisors:	Holli Lewis & Mindy Kies	E-Mail Address:	creative.kids.vs@gmail.com		

Date of Complaint: 11-16-2025**Date of Visit:** 11-18-2025☐ 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:**

On 9/16/2025, a complainant reported a staff was observed spanking a child who did not want to nap.

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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On 11/18/2025, licensing conducted an unannounced visit to Creative Kids Company. The following is based upon face-to-face interviews with management, review of administrative items and observations while on-site:

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. RULE VIOLATED.

COMPLAINT IS VALID.

- It shall be noted that management was aware of the concern prior to the license complaint visit and this report. Evidence indicated that when management became aware of the concerns, an immediate internal investigation commenced including staff interviews, documentation gathering, adhering to required mandatory reporting procedures and notifying the child's family.
- Information gathered corroborated that a staff spanked a child who did not want to engage in afternoon naptime.
- One staff is no longer employed at this center.

Special Notes and Action Required:

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

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The childcare director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

11-19-2025