

**Do you have a complaint about a
child care program or provider?**

If you have concerns about the health and safety of your child in a child care program or in a family child care home, please call the Department of Early Education and Care (EEC) region 6 licensing division **(617) 472-2881**. If you would like to report the abuse and/or neglect of a child, please call the 24 hour line for Department of Social Services **1-800-792-5200**.

If you are a parent with a voucher and would like to speak confidentially with Child Care Choices of Boston's Training Coordinator about the treatment of your child or family by a child care program/provider, please call **617-348-6491**. CCCB will provide you with information, talk to your provider as needed, make recommendations for other resolution options, and offer you child care alternatives if needed.

**Do you have a complaint about services you received at
Child Care Choices of Boston (CCCB)?**

Customer service is very important to us!! If you have a complaint about how you were treated by someone at CCCB, we want to hear from you. You can call, email, or meet with a person's supervisor and state your concern. If it is not resolved after you speak with a supervisor or if the complaint is about the supervisor, please call Child Care Choices of Boston's Deputy Director, Anne Corbin at 617-348-6465 or Director, Laurie Glassman at 617-348-6470. A list of the Department Supervisors is as follows:

Parent Services/voucher counselors

Juanita Llewellyn, 617-348-6469, llewellyn@bostonabcd.org

Information & Referral

Kelly Graceffa, 617-348-6554, graceffa@bostonabcd.org

Business/billing Department & Provider Services

Anne Corbin, 617-348-6465, corbin@bostonabcd.org

Training Department

Nancy Witherill, 617-348-6491, witherill@bostonabcd.org

Disability Support Services

Loretta Prendeville, 617-348-6497 prendeville@bostonabcd.org