

Consumer Statement

There are many factors to consider including types of care, price, availability, quality of care and location. This consumer statement provides you with information to help you with your choice.

NH Child Care Licensing Unit

The Child Care Licensing Unit (CCLU) ensures that children attending NH child care programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs.

The CCLU licenses and monitors seven categories of child care programs: Family Child Care Homes, Family Group Child Care Homes, Group Child Care Centers, Child Care Nurseries, School Age Programs, Night Care Programs, and Residential Child Care Programs. The CCLU also monitors license exempt providers enrolled to accept NH DHHS Child Care Scholarship.

[Click here](#) to learn more information about the different types of child care programs.

Monitoring of Child Care Providers

All licensed programs and license exempt providers who are enrolled to accept NH DHHS Child Care Scholarship are required to be monitored by the CCLU. Child care programs are also required to meet health and safety training requirements.

[Click here](#) to view more information on how the CCLU monitors child care providers.

Monitoring Statements

The CCLU provides monitoring inspection reports for each on-site visit to a child care program. This report outlines if there were any health and safety violations and includes action step(s) the child care program took to correct the violation(s).

[Click here](#) to search for the licensing history and inspection reports of a child care program.

Criminal Background Checks

All licensed programs and license exempt providers who are enrolled to accept NH DHHS Child Care Scholarship are required to complete a criminal background check.

[Click here](#) for more information on criminal background check requirements for child care providers.

[Click here](#) for more information on offenses that prevent individuals from being employed by a child care provider or providing child care.

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Quality Rating

NH has a voluntary quality rating system for licensed child care providers: Licensed; Licensed Plus; and Accreditation (accredited programs). Families can use this information to inform their choices for quality child care.

[Click here](#) to learn more about New Hampshire's quality rating system.

How to Report a Concern about a Child Care Provider

The Child Care Licensing Unit will investigate concerns/complaints:

- That are based upon first-hand knowledge or information reported directly by a child who has first-hand knowledge;
- When there is sufficient specific information for the department to determine that the allegation(s), if proven to be true, would constitute a violation of any Child Care Licensing Rule or Law;
- That involve an incident that occurred within the last 6 months; or
- That involves an incident that occurred anytime if the complaint alleges physical injury or abuse, verbal or emotional abuse, or the danger of physical injury to one or more children.

[Click here](#) to contact CCLU with any questions about a child care program or if you are not sure if your concern meets the complaint criteria.

Child Care Aware of NH

Child Care Aware of New Hampshire (CCAoNH), the statewide NH Child Care Resource and Referral program, provides resource and referral services to enable families to find child care in a community. To obtain a tailored list of child care providers and consumer education, contact CCAoNH via phone at 1-855-393-1731 ext. 31 or visit www.nh.childcareaware.org

Services for Children and Families

DHHS helps individuals and families find and receive assistance programs including financial assistance, Food Stamps, Medical, Child Care, Nutrition, and Community Services.

[Click here](#) to learn more about these services.