



Division of Early Education Services  
Early Care and Education

**Reporting Process for Provider Concerns**

**Reporting Concerns: Level I – Informal Process**

When concerns about the program related to reimbursement, direct deposit, or customer service occur, the provider shall contact Early Care and Education (ECE) at (951) 826-6655 and request to speak with the ECE supervisor in charge of the program. The supervisor and provider will work together to resolve the issue at this level.

**Reporting Concerns: Level II – Formal Process**

When the issue cannot be resolved between the supervisor and provider, the provider shall have the right to submit a written report of the concern to the designated coordinator for Early Care and Education:

Executive Director, Early Care and Education  
Riverside County Office of Education  
P.O. Box 868  
Riverside, CA 92502-0868  
951-826-6608 | [eceappeals@rcoe.us](mailto:eceappeals@rcoe.us)

The coordinator shall be responsible for reviewing concerns within the Early Care and Education program. The coordinator may assign the review to a designee provided such designee does not have a bias or conflict of interest that would prohibit an objective review.

The coordinator shall provide written notification of the final decision to the provider within 30 days from receipt of the written report in ECE. If the issue is not resolved at the Level II – Formal Process, the provider shall have the right to exercise his/her rights as outlined in the Uniform Complaint Procedure on pages 23 and 24 of the Participant Handbook.