

## Concerns/Complaints

### Around the Clock Child Care Center

If you have concerns or complaints, please direct them to the following, in order:

1. Owner/Director Discuss the situation with the Owner/Director first so that we may have the opportunity to help. We want you to talk to us first- no matter how big or small the concern. Please keep the lines of communication open and give us an opportunity to help.

General Info: (325) 658-3923

Front Desk: (325) 655-2797

12 South Emerick ST  
San Angelo, TX 76903

2. If you still have concerns, you may contact one of the following:

Texas Department of Family and Protective Services: Child Care Licensing (325) 657-8833  
622 South Oakes, Suite L, San Angelo, Texas 76903

Texas Department of Human Services: Civil Rights Division (888) 452-4778  
P.O. Box 149030, Austin, TX 78714-9030

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

<https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>

and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: US Department of Agriculture  
Office of the Assistant Secretary  
1400 Independence Avenue, SW  
Washington, DC 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

For CCS Clients: (325) 653-2321

You may obtain information about Child Care Licensing standards or procedures by calling 1- 800-862-5252 or visiting the PRS website at <http://www.dfps.state.tx.us/>. You may request to review a copy of the Texas Child Care Minimum Standards book at any time by asking the director. A copy of the most recent Licensing Report is posted in the director's office and available for review at any time.