

**441—110.11(237A) Complaints.** The department shall conduct an on-site visit when a complaint is received.

**110.11(1)** After each complaint visit, the department shall document whether the child development home was in compliance with registration requirements.

**110.11(2)** The written documentation of the department's conclusion as to whether the child development home was in compliance with requirements shall be available to the public. However, the identity of all complainants shall be confidential, unless expressly waived by the complainant.