

Case Study: He Hit My Baby

Titan's Tots is a child care center licensed for 30 children. You have received a complaint from a parent about Titan's Tots:

Dear Sir or Madam,

*I don't know what standard you use to license day care, but you are definitely **not** doing your job! Until last week, my two year old, Amy, who's 2, was at Titan's Tots. Last Tuesday when I went to pick her up, she was crying and had what looked like a fat lip. When I asked her what had happened, she said that Brandon, the little brat who's in her class, had hit her with a block. Mignon is the head teacher who's supposed to keep things under control. When I told her what happened, all I got from her was, "Oh you know, kids will be kids; that type of thing happens."*

I don't think so. I'm taking Amy out of that class and I want you to look into this. I've got enough to worry about. I don't need my daughter getting hit by some bratty kid the teacher won't control or punish. Do something.

Mercedes Bens

You visit the facility and ask Marcia, the Director, to speak to Mignon. Marcia asks you wait in the kitchen and, soon after, Mignon arrives.

Complete the Investigative Planning Form based on the information contained in the case study.