

LCL Childcare
20906 Gathering Oak
San Antonio, TX
210-495-2223

Parent's Rights

As a parent or guardian of a child at a childcare facility, you have the right to:

- Enter and examine the childcare facility during its hours of operation and without advance notice;
- File a complaint against the childcare facility;
- Review the childcare facility's publicly accessible records;
- Review the childcare facility's written records concerning the parent's or guardian's child;
- Receive inspection reports and information about how to access the childcare facility's online compliance history;
- Have the facility comply with a court order that prevents another parent or guardian from visiting or removing the child;
- Be given the contact information for the childcare facility's local Child Care Regulation office;
- Inspect any video recordings of an alleged incident of abuse or neglect involving their child provided that:
 - Video recordings of the alleged incident are available;
 - The parent or guardian does not retain any part of the video depicting a child that is not their own; and
 - The parent or guardian of any other child in the video receives prior notice from the facility;
- Obtain a copy of the facility's policies and procedures handbook;
- Review the facility's staff training records and any in-house training curriculum; and
- Exercise the rights without receiving retaliatory action by the facility.