

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.

Texas Child Care Minimum Standards:

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf#page=123>

Texas Abuse and Neglect Hotline:

1-800-252-5400

Texas HHSC website: <https://www.hhs.texas.gov/>