

State of New Jersey  
 Department of Children and Families

**Office of Licensing**

License ID: 120500035

**COMPLAINT INVESTIGATION SUMMARY REPORT**

Complaint # 144

<b>Name of Center:</b> Great Start Learning Center			<b>Name of Sponsor/Board President:</b> Great Start Learning Center		
<b>Street:</b> 1110 North Delsea Drive			<b>Street:</b> PO Box 755		
<b>City:</b> Glassboro	<b>State:</b> NJ	<b>Zip:</b> 08028	<b>City:</b> Glassboro	<b>State:</b> NJ	<b>Zip:</b> 08028
<b>Phone:</b> (856) 589-2008	<b>County:</b> Gloucester		<b>License Status:</b> Regular 9/27/2021	<b>Date Allegation(s) Received:</b> 2/19/2019	<b>Date(s) Investigation Conducted:</b> 2/20/2019

<b>ALLEGATIONS</b>	<b>FINDINGS</b>	<b>RESULTS</b>
<p>1. Inappropriate staff actions: A named staff yelled at a child for shutting the door and then grabbed the child’s arm hard to lead the child to a chair. The staff then shoved the child down into the chair.</p>	<p>1. At the time of the investigation, appropriate and positive staff interactions were observed throughout the center including in the named staff’s classroom. Interviews with the director and staff denied the allegation and indicated that at no time was any staff, including the named staff observed yelling in front of children or grabbing or shoving a child or acting in an inappropriate manner at any time. Interviews with the named staff denied the allegation and indicated that she would never yell or act in an appropriate manner with the children at any time. A review of documentation revealed that all staff were trained on the center’s policies and procedures for appropriate staff actions and implement them in their class at all times. As a result of observation, interviews and documentation this allegation could not be substantiated.</p>	<p>1. Unsubstantiated</p>

**Inspector(s) Name(s) and Title(s):** Dessie Minnella, Child Care Quality Assurance Inspector I