

Illinois Department of Children and Family Services Sunshine Website

This is the compliance information website:

<https://sunshine.dcf.illinois.gov/>

This website is a resource for parents, providers and the public. This website contains a licensed child care facility's history, provides information about the licensing standards, how to become a licensed provider and how to make a complaint.

Day Care Providers are updated to this site upon issuance of a license or renewal license.

To do a compliance search:

Click on **Reports** near the top middle section of the web page

Then click on **Monitoring Report Search**.... Search by provider name, street address, city, zip code or a combination.

When searching for a home provider, enter the last name followed by the first name. To search for a child care center, enter the name of the center.

The search results will show near the bottom of the screen, if the provider has had any violations the, "Has Violation(s)" section will say "Yes" and a PDF icon will display next to the provider's name. You can click on the PDF icon to see a listing of the violations for the provider.

How to make a complaint against a licensed child care provider:

For suspected instances of child abuse and neglect, contact the DCFS **child abuse and neglect hotline at 800-252-2873** to speak with a hotline staff member about your concerns.

If you feel your child's child care center or family child care provider has violated licensing standards, contact the **Day Care Information hotline at 887-746-0829** to find out the name and number of the licensing representative assigned to your provider. Once you have the licensing representative's name and number, contact them to discuss your concerns.

Complaints can be made by mail, e-mail, fax or in-person.