

**BUREAU OF EARLY CHILDHOOD SERVICES**  
**POLICY STATEMENT**

**ID NUMBER:** PS 97-4 **(Updated December 2004)**

**TOPIC:** Defining "Confidential" and "Anonymous" Sources for Purposes of  
Child Day Care Complaints

**MODALITIES IMPACTED:** All

**APPLICABLE REGULATIONS:** N.A.

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**EFFECTIVE:** Immediately (December 2004)

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**THIS POLICY STATEMENT IS EFFECTIVE IMMEDIATELY AND CANCELS ALL PREVIOUS MEMOS OR STATEMENTS ON THIS TOPIC.**

The purpose of this policy statement is to clarify when the source of a complaint may be "anonymous" and when that source can elect to remain "confidential". Before discussing this issue it is helpful to define the terms "anonymous" and "confidential". Anonymous means not identified by name. Confidential means private, secret, not universally available or known only to a select few.

Sources are anonymous only when they have not revealed their names to the person taking the complaint. Any source who does not give a name must be identified as anonymous, even if the person taking the complaint thinks he/she recognizes the caller's identity. If a source does not give his or her name, the person taking the complaint should check the box in CCFS next to the word "anonymous" and leave the space designated "Complaint Source" blank. When a source has disclosed his or her name, that source may not be listed as anonymous, regardless of how the disclosure was made or the point in the conversation when the disclosure occurred.

Sources of complaints against child day care providers should be offered the option of providing their names or remaining anonymous. The person taking the complaint should explain that it is helpful for sources to provide their names as it allows the investigator to contact them if

