

1. APPLE will accept reports from any agency, community member, parent, or other party that has personal knowledge of non-compliance with the APPLE accreditation standards.
2. Reports must be in writing and include the date, the name and title of the person making the report, as well as contact information. APPLE will not accept anonymous complaints. All reports remain confidential. Reports may be emailed to Diana.Layton@faccm.org or mailed to:

APPLE Accreditation Office
1095 Military Trail #8619
Jupiter, FL 33468
3. If the report contains a licensing issue, the reporter is advised to submit the report directly to the appropriate licensing agency and to forward a copy of the report to the APPLE Accreditation office.
4. All reports will be placed in the center's file. The APPLE Program Director will review and investigate the complaint and determine if immediate action is warranted. Depending on the nature of the complaint, APPLE reserves the right to notify any other authority that may have jurisdiction. The review may include but not be limited to:
 - A. Checking with the licensing authority
 - B. Checking with the Resource and Referral agency
 - C. Checking APPLE's internal records
 - D. Conducting unannounced visits
 - E. Cooperating with other Authorities
5. Complaints or non-compliance issues of a degree which would put children's well being at-risk, or problems which are re-occurring or remain uncorrected /unresolved after a reasonable period of time, may prompt immediate review by the APPLE Commission
6. The APPLE Commission may recommend that the center take corrective action, and subsequently follow up with an on-site visit to re-evaluate (re-verify) the center. The cost of the re-verification visit will be the responsibility of the center, if in APPLE's sole judgment, the visit is needed to maintain accreditation.
7. If, as a result of the re-verification process, the center fails to meet APPLE accreditation standards, the center will be at risk of having its accreditation revoked by the APPLE Commission. In addition, if the center is operating in a manner determined by APPLE as being unprofessional, the center will be at risk of having its membership in FACCM revoked. In the case of membership being revoked the center will not be able to re-apply for FACCM membership for a period of twelve (12) months from the effective date of membership termination.
8. There will be no refund of membership dues or accreditation fees paid if FACCM membership or APPLE accreditation is revoked.
9. If APPLE accreditation is revoked by the APPLE Commission, the APPLE Program office will notify the contracting agency in the center's area as well as the Department of Children and Families and all other agencies as required.
10. If in the course of processing an APPLE Annual Report, an APPLE renewal, or simply on a random basis, the APPLE office becomes aware of serious or recurring unresolved licensing violations, the APPLE Commission can take action, including a total review of a program which could result in revocation of APPLE accreditation.