

Oregon Child Care Safety Portal

Facility Public Response Guidance



Who will view this response?

This is a public response to valid or unable to substantiate complaints or valid non-compliance findings. Your response will be included whenever information about your compliance history is disclosed and available on the Child Care Safety Portal. Current/prospective family clients, current/prospective staff members, state agency staff, and/or members of the community may read this response.

Will my response be edited before it is posted?

The Office of Child Care will not spell check or edit your response for punctuation and grammar. Names, addresses, profanity, and inappropriate disclosures such as confidential or highly private information will be redacted. You may choose to have a peer, client, or union representative review your response prior to submitting it.

How do I submit my response?

You may use the attached fillable PDF provided by OCC, though your response will be accepted as a Word document, Google document, handwritten letter, or body of an email. Completed responses can be submitted via email, fax, or mail. Please contact your Licensing Specialist or Regional Manager if you have any questions about your submission.

Email: You may email your response to your OCC Licensing Specialist

Fax: 503-947-1428

Mail: Office of Child Care
ATTN: Public Safety Portal
700 Summer Street NE #350
Salem, OR 97301

Suggested content to include in your response:

- You may submit a response to each finding. Include the specific finding you are addressing in your response.
- Your description of what happened, including context and circumstances.
- You may include any former or current policies or practices that have been changed, added, or removed in your program because of this complaint or valid finding.

Content that should be excluded from your response:

- Names of children or adults (suggestion: "Child 1" "Staff 1")
- Profane language
- Facility address
- Inappropriate disclosures such as confidential or highly private information

