



Red House Learning Hub

Oregon Child Care Complaints, Provider Protections & Acknowledgment

Program License: CF502028

This document is provided at enrollment and unenrollment to inform parents and legal guardians of their rights, responsibilities, and the proper process for addressing concerns in accordance with Oregon child care laws.

Respectful Communication First

Red House Learning Hub encourages open, respectful, and direct communication between families and the provider as the first step in resolving concerns whenever appropriate. Many issues can be resolved through calm discussion and collaboration. Families are encouraged to bring questions or concerns directly to the provider prior to contacting outside agencies, except in situations involving immediate safety concerns.

How to File a Complaint

Parents and guardians have the right to file a complaint regarding licensed child care. If a concern cannot be resolved internally, a formal complaint may be submitted to the State of Oregon.

- Visit the Oregon Child Safety Portal: <https://oregonearlylearning.com/parents-families/childcare-safetyportal/#complaints>
- Submit a complaint with accurate and truthful information.
- Include the facility name and license number (CF502028).
- Complaints may be anonymous; however, limited information may affect the investigation.
- The Office of Child Care will determine whether an investigation is warranted.

Office of Child Care Contact Information

Division of Child Care – Office of Child Care (Central Office)

Phone: 503-947-1400 or 1-800-556-6616

Provider Rights & Legal Protections

Under Oregon Administrative Rules (OAR Chapter 414), licensed child care providers have the right to establish policies, maintain a safe environment, and operate their business with professionalism and respect. The provider may terminate care in accordance with written policies for reasons including but not limited to nonpayment, repeated policy violations, lack of trust, dishonesty, or behavior that compromises the safety or well-being of children, staff, or the program.

- Right to enforce written policies and procedures
- Right to terminate services in accordance with contract terms
- Right to due process during any complaint investigation
- False or knowingly misleading complaints are discouraged and reviewed
- Parents remain responsible for contractual and financial obligations
- Parent/Guardian Acknowledgment

By enrolling in care, I/we acknowledge that we have received, read, and understand this document, including the complaint process, provider rights, and the expectation of respectful communication. I/we agree to comply with all program policies and Oregon child care regulations.

Child's Name:

Date of Birth:

Parent/Guardian

Signature: Date: