Department of Children & Youth

Center Complaint Inspection Summary Report

All licensed child care programs are inspected at least once each year. Non-compliances are documented and grouped as Serious, Moderate or Low risk violations. Documenting statements and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the child care website at http://jfs.ohio.gov/CDC/childcare.stm. This includes complaint investigation reports with substantiated allegations. For any other child care records, please contact the Child Care Help Desk at 1-877-302-2347, option 4.

Program Details		
Program Name Primrose School of Hilliard at Mill Run	Program Number 2220026079	Program Type Child Care Center
Address 4230 Trueman Blvd Hilliard OH 43026		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Andrea Clark	Inspection Day 11/05/2025	Begin Time 8:55 AM	End Time 9:50 AM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
2	1	0	0	1

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant 1	0 to < 12 months	2 to 7	
Infant 2	0 to < 12 months	1 to 5	
Infant 3	0 to < 12 months	2 to 7	
Toddler 1	12 months to < 18 months	2 to 12	Combined with 5 children from Toddler 2.
Toddler 2	18 months to < 30 months	1 to 7	
Early Preschool	18 months to < 30 months	2 to 12	
Preschool Pathways	18 months to < 30 months	2 to 14	
Preschool 1	30 months to < 36 months	2 to 11	
Explorers	4 years to < 5 years	2 to 16	
Preschool 2	3 years to < 4 years	1 to 10	
Pre-K	3 years to < 4 years	2 to 15	

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Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5101:2-12-03 and 5101:2-13-03 detail the process for submitting a request for review. The request for review must be submitted within seven business days from the receipt of the licensing report. In addition, if the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain:01 Ratio & Supervision

Rule: 5180:2-12-19 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: A staff member used inappropriate guidance and discipline techniques.

Determination: Substantiated

Findings: During the inspection through interviews conducted with staff, it was determined that a child care staff member used a discipline technique to guide or discipline child(ren) that was not developmentally appropriate, consistent, or occurred at the time of the incident. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 12/05/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

No Additional Serious Risk Non-Compliances were observed during this inspection

Moderate Risk Non-Compliances

No Additional Moderate Risk Non-Compliances were observed during this inspection

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Low Risk Non-Compliances

No Low Additional Risk Non-Compliances were observed during this inspection