Ohio Department of Children & Youth

Complaint Inspection Summary Report

All licensed early care and education programs are inspected at least once each year. Non-compliances are documented and grouped by risk level. Documenting statements, technical assistance provided and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the Department of Children & Youth website at https://childcaresearch.ohio.gov/ . This includes complaint investigation reports with substantiated allegations. For any other early care and education records, please contact the Family and Customer Support Center at 1-844-234-5437.

Program Details		
Program Name Primrose School of Pickerington	Program Number 2220026245	Program Type Child Care Center
Address 131 Clint Drive Pickerington OH 43147		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/01/2026	Begin Time 11:30 AM	End Time 1:45 PM	Reviewer: LISA NUTTER

Summary of Findings			
No. Requirements Verified 9	No. Requirements with Non-compliances 2		No. Requirements Compliant 7
No. Serious Risk 1	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
infant 2	0 to < 12 months	2 to 8		11:30 AM
infant 1	0 to < 12 months	2 to 6		11:30 AM
toddler	12 months to < 18 months	3 to 10		11:30 AM
toddler 2	18 months to < 30 months	2 to 10		11:30 AM
EPS	18 months to < 30 months	2 to 10		11:30 AM

PS Pathways	30 months to < 36 months	2 to 12		11:30 AM
PS 1	3 years to < 4 years	2 to 14		11:30 AM
PS 2	3 years to < 4 years	2 to 11		11:30 AM
PK 1	3 years to < 4 years	2 to 11		11:30 AM
PK 2	4 years to < 5 years	2 to 18		11:30 AM

Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality 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 Supervision
Code: The program staff are not permitted to leave children unattended.

Allegation: The complainant alleged that a preschool chid was left unattended outside on the playground.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not supervised while outside the program.

The following was observed: a preschool child was left unattended on the playground.

Rule 5180:2-12-03 requires the program to notify parents when a serious risk non-compliance is cited. The notification must inform parents of the serious risk non-compliance and include the Department of Children and Youth website and location of further information regarding the determination. Submit the program's corrective action plan, which includes a statement that training was provided and a copy of the written parent notification, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 11/02/2026

Ohio Department of Children & Youth

Summary of Non-Compliances

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Serious Risk Non-Compliances

A serious risk non-compliance is a licensing rule violation that has the potential to lead to a great risk of harm to a child and is observable and/or based on facts.

No serious risk non-compliances were observed during this inspection

Moderate Risk Non-Compliances

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

No moderate risk non-compliances were observed during this inspection

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.

Domain: **05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting

Requirement: The program is required to submit notification of a serious incident in the Ohio statewide licensing system by the next business day.

Finding: During the inspection, it was determined that a Serious Incident was not reported in the Ohio statewide licensing system, as required, by the program administrator or designee for an incident(s).

The following was observed: (an incident defined as a serious risk non-compliance in Appendix A to rule 5180:2-12-03 of the Administrative Code)

Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in the system, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 11/22/2026