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 Little Hearts Learning Center	Program Number 2230027932	Program Type Child Care Center
Address 4285 Eastland land Square Dr Columbus OH 43232		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/20/2026	Begin Time 12:30 PM	End Time 1:30 PM	Reviewer: AMY HILLARD

Summary of Findings			
No. Requirements Verified 6	No. Requirements with Non-compliances 2		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 2	No. Other Non-compliance Findings 0	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Infants	12 months to < 18 months	0 to 7		12:30PM no teacher in the classroom with the infants (3 infants and 4 toddlers in the group)
Infants	12 months to < 18 months	1 to 7		1:00PM (3 infants and 4 toddlers in the group)

Preschool	0 to < 12 months	1 to 10		12:30PM (1 infant and 9 Preschoolers)
Schoolage	School-Age to < 11 years	0 to 2		12:30PM (no staff with the schoolage group)

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: 00 License & Approvals

Rule: 5180:2-12-03 Inspection Requirements
Code:

Allegation: The complainant alleged that staff were falsifying documents in that they were using other people's paperwork until their paperwork was approved.

Determination: Unable to be determined

Findings: During the investigation staff provided ID documentation. All staff members present were listed on the ERC and had a file at the program. Due to the differing account from the complainant and center staff, the alleged rule violation was unable to be determined.

Risk Level:

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.

Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-19 Supervision
Requirement: The program staff is required to supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately and protecting them from harm.
Finding: During the inspection, it was determined that children were left unattended while inside the program. The following was observed: 7 children were left alone in the infant classroom while the teacher was in another area of the building. 2 schoolage children were in the schoolage classroom with no teacher at the program to be with the group.

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.
Corrective Action Plan Due: 11/19/2026

Other Non-Compliances

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

No other non-compliances were observed during this inspection