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 Balanced Family Academy of Hilliard	Program Number 2230028413	Program Type Child Care Center
Address 5675 Feder Road Columbus OH 43228		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) HEATHER WARES	Inspection Day 05/07/2026	Begin Time 11:00 AM	End Time 11:40 AM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Kangaroos	30 months to < 36 months	1 to 5	11:20am room B
Kangaroos	30 months to < 36 months	1 to 6	11:20am room A
Tigers	0 to < 12 months	1 to 5	11:20am room B
Tigers	12 months to < 18 months	1 to 6	11:15am room A
Bunnies	18 months to < 30 months	2 to 13	11:00am
Piglets	18 months to < 30 months	3 to 11	11:05am
Monkeys	4 years to < 5 years	1 to 8	11:10am
Bees	0 to < 12 months	3 to 6	11:15am
Bears	0 to < 12 months	3 to 10	11:15am
Beavers	3 years to < 4 years	2 to 10	11:30am room B
Beavers	3 years to < 4 years	1 to 9	11:30am room A
Owls	4 years to < 5 years	1 to 10	11:30am

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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 Supervision
Code: The program staff are not permitted to leave children unattended.

Allegation: Child was left unsupervised outside of program

Determination: Substantiated

Findings: During the inspection, it was determined that children were not supervised while outside the program as noted in number(s) 1 below:

1. Child(ren) left unattended outside the facility building on the playground.
2. Child(ren) left unattended outside the facility building more than once.
3. Child(ren) left unattended off the program's premises.
4. Child(ren) left unattended during a swimming activity.
5. Child(ren) left unattended in a vehicle.
6. Child(ren) left unattended inside the building and no adults were present in the building.
7. Other [ ].

Children must be supervised and within sight and hearing of a child care staff member at all times. Provide staff training.

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: 05/19/2026

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

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Moderate Risk Non-Compliances

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

Low Risk Non-Compliances

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