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 Marysville	Program Number 2240031125	Program Type Child Care Center
Address 1600 Cobblestone Way Marysville OH 43040		County UNION

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 07/31/2026	Begin Time 10:00 AM	End Time 11:30 AM	Reviewer: DIANE GRIGGS

Summary of Findings			
No. Requirements Verified 4	No. Requirements with Non-compliances 2		No. Requirements Compliant 2
No. Serious Risk 0	No. Moderate Risk Findings 1	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**
PreK 2	4 years to < 5 years	2 to 18		10am
Young Infant	0 to < 12 months	3 to 7		10am
Middle Infant	0 to < 12 months	2 to 6		10am
Early Preschool	30 months to < 36 months	2 to 12		10am
Older Infant	12 months to < 18 months	3 to 5		10am

Toddler	18 months to < 30 months	2 to 13		10am
PreK 1	4 years to < 5 years	2 to 17		10am
School Age	School-Age to < 11 years	1 to 7		10am
Preschool Pathways	30 months to < 36 months	2 to 10		10am
Preschool 1	3 years to < 4 years	2 to 15		10am
Preschool 2	3 years to < 4 years	2 to 16		10am

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 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.

Allegation: It is alleged that a child was left unattended inside the program.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program.

The following was observed: Child(ren) were left unattended without staff members maintaining situational awareness once.

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: Moderate

Corrective Action Plan Due: 09/09/2026

Department of Children & Youth

Domain: 05 Health & Safety

Rule: 5180:2-12-22 Safe Food Handling/Storage
Code: The program is required to provide utensils and dishes that are appropriate for the age group served.

Allegation: It is alleged that the program is not providing appropriate utensils or dishes for meals.

Determination: Substantiated

Findings: During the inspection, it was determined that utensils and dishes in all group were not suitable.

The following was observed: Only a fork was provided when soup is offered.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/09/2026

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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.
No other non-compliances were observed during this inspection