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 08/13/2026	Begin Time 9:15 AM	End Time 11:35 AM	Reviewer: DIANE GRIGGS

Summary of Findings			
No. Requirements Verified 2	No. Requirements with Non-compliances 1		No. Requirements Compliant 1
No. Serious Risk 1	No. Moderate Risk Findings 0	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**
Explorers	School-Age to < 11 years	2 to 19		915am
Middle Infant	0 to < 12 months	3 to 6		915am
Preschool 2	3 years to < 4 years	2 to 14		915am
Young Infant	0 to < 12 months	1 to 5		915am
Early Preschool	30 months to < 36 months	2 to 12		915am

Older Infant	12 months to < 18 months	2 to 9		915am
Toddler	18 months to < 30 months	2 to 12		915am
PreK 1	4 years to < 5 years	2 to 17		915am
PreK 2	4 years to < 5 years	2 to 17		915am
Preschool Pathways	18 months to < 30 months	2 to 13		915am
Preschool 1	3 years to < 4 years	2 to 13		915am

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 protect or remove a child from a situation and/or person that are determined to be unsafe and keep children safe from a potential serious incident or injury.

Allegation: It is alleged that a child was not protected, resulting in a serious injury.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator, child-care staff, and/or employees of the program did not protect or remove a child from a situation and/or person determined to be unsafe, which resulted in a serious incident or injury to a child.

The following was observed: Staff member(s) did something unsafe (A teacher was holding a baby while taking their bottle out of the warmer. Hot water dripped off the bottle onto the baby's thigh, which caused blisters and a second degree burn.)

All program employees must take actions to protect children in care. 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: 10/19/2026

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