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 KINDERCARE LEARNING CENTER #000032	Program Number 000000304461	Program Type Child Care Center
Address 679-H ALPHA DRIVE HIGHLAND HTS OH 44143		County CUYAHOGA

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/16/2026	Begin Time 9:30 AM	End Time 1:00 PM	Reviewer: Brittani Aloi

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 2		No. Requirements Compliant 3
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 2	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Infant B	12 months to < 18 months	1 to 4		9:30AM
Infant A	0 to < 12 months	1 to 4		9:30AM
Toddler/Discovery Preschool	18 months to < 30 months	3 to 11		9:30AM
Preschool	3 years to < 4 years	1 to 9		9:30AM

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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 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: 02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Sanitary Equipment and Environment
Code: The program is required to follow the cleaning schedule for equipment.

Allegation: The infant room was observed to be dirty.

Determination: Substantiated

Findings: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times.

The following was observed: the rug and climbing mat were dirty.

The center shall be cleaned daily. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 10/21/2026

Domain: 05 Health & Safety

Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements
Code: The program is required to post the current weekly menu in a noticeable location that is accessible to parents and note any substitutions at the time of the change.

Allegation: The food being served does not match what is listed on the menu.

Determination: Substantiated

Findings: During the inspection, it was determined that the program's weekly menu did not meet the requirement.
The following was observed: menu substitutions were not being documented/posted in a place visible to parents within the center.
Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

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Corrective Action Plan Due: 10/21/2026

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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