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 PRIMROSE SCHOOL OF CANAL WINCHESTER	Program Number 000000401127	Program Type Child Care Center
Address 6375 WINCHESTER BLVD CANAL WINCHESTER OH 43110		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Barbara Smith	Inspection Day 03/10/2026	Begin Time 12:00 PM	End Time 1:30 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
3	1	0	0	1

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
PreK 2	4 years to < 5 years	2 to 25	PreK 1 and PreK 2 combined at arrival @ 12:00 pm
Preschool	3 years to < 4 years	2 to 21	Arrival @ 12:00 pm
Early Preschool	18 months to < 30 months	2 to 14	Early Preschool and Preschool Pathways combined at arrival @ 12:00 pm
Toddlers	18 months to < 30 months	2 to 11	Arrival @ 12:00 pm
Older Infants	12 months to < 18 months	2 to 11	Arrival @ 12:00 pm
Young Infant 1	0 to < 12 months	2 to 6	Arrival @ 12:00 pm
Young Infant 2	0 to < 12 months	2 to 10	Arrival @ 12:00 pm

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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 is required to protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Allegation: The complainant alleged that child-care staff did not protect or remove children from a situation and/or person determined to be unsafe or inappropriate.

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 children from a situation and/or person determined to be unsafe or inappropriate as noted in number 5 below:

1. Verbal argument involving adults.
2. Staff member(s) allowed child(ren) to do something unsafe.
3. Staff member(s) did something unsafe.
4. Children were exposed to inappropriate [language; conversation; behavior; video; music; DVD] by a [staff member/child/parent].
5. Other [A staff member failed to provide intervention and privacy during a preschool child's changing routine, resulting in an individual outside the classroom staff being able to see the child.]

While the program did not protect the child(ren) from an unsafe or inappropriate situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to protect children in care. 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: Low

Corrective Action Plan Due: 04/18/2026

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