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 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 Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 08/31/2026	Begin Time 8:25 AM	End Time 10:55 AM	Reviewer: Barbara Smith

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 1		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 1	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**
Toddlers	18 months to < 30 months	2 to 11		Arrival @ 8:25 am
Young Infant 2	0 to < 12 months	2 to 9		Young Infant 1 and 2 combined at arrival @8:25 am
Older Infant	12 months to < 18 months	2 to 9		8:40 am
Older Infant	12 months to < 18 months	1 to 7		Arrival @ 8:25 am

Early Preschool	30 months to < 36 months	1 to 5		Arrival @ 8:25 am
Preschool 1	3 years to < 4 years	1 to 9		Arrival @ 8:25 am
Preschool 2	3 years to < 4 years	1 to 7		Arrival @ 8:25 am
PreK	4 years to < 5 years	2 to 18		PreK and Explorers combined at arrival @ 8:25 am
Explorers	School-Age to < 11 years	1 to 3		Arrival @ 8:25 am (In lobby, waiting on bus)

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 Child Guidance
Code:

Allegation: The complainant alleged that a child care staff member was using prohibited techniques as a means to control or discipline children.

Determination: Unable to be determined

Findings: During the investigation the child care staff members and members of the administration team were interviewed and observations were completed in the classrooms. The child care staff members and the administrator reported that the child care staff members do not use inappropriate techniques when guiding children's behavior. During the observation, the child care staff member was down at the child's level talking to the child to help guide their behavior. Due to the differing accounts from the complainant and center staff and the observations on the day of the inspection, the alleged rule violation was unable to be determined.

Risk Level:

Ohio Department of Children & Youth

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