Ohio 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<br>KINDERCARE LEARNING CENTER | Program Number<br>000000406865 | Program Type<br>Child Care Center |
| Address<br>5524 NEW ALBANY ROAD NEW ALBANY<br>OH<br>43054 | | County<br>FRANKLIN |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | Inspection Scope<br>Partial | Inspection Method<br>On-site Inspection | Inspection Notice<br>Unannounced |
| Inspection Date<br>07/30/2026 | Begin Time<br>10:05 AM | End Time<br>10:50 AM | Reviewer:<br>Jada Hightower |

| Summary of Findings | | | |
|---|---|---|---|
| No. Requirements Verified<br>2 | No. Requirements with Non-compliances<br>0 | | No. Requirements Compliant<br>2 |
| No. Serious Risk<br>0 | No. Moderate Risk Findings<br>0 | No. Other Non-compliance Findings<br>0 | No. Technical Assistance Provided<br>0 |

| Staff-Child Ratios at the Time of Inspection | | | | |
|---|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Compliance** | **Comment** |
| Preschool | 3 years to < 4 years | 1 to 11 | | Arrival 10:05AM |
| Infant | 0 to < 12 months | 1 to 5 | | Arrival 10:05AM |
| Discovery Preschool | 18 months to < 30 months | 2 to 7 | | Arrival 10:05AM |
| Pre-K | 4 years to < 5 years | 1 to 11 | | Arrival 10:05AM |
| Infant B | 12 months to < 18 months | 1 to 5 | | Arrival 10:05AM |

| | | | | |
|---|---|---|---|---|
| School age | School-Age to < 11 years | 2 to 26 | | Arrival 10:05AM |

## 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: 5180:2-19-09 Supervision
Code:

Allegation: Complainant alleges that the program staff were not aware of the activity that a child was engaged in or near enough to protect a child from harm, meet their basic needs and respond in emergency circumstances.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to interviews with child care staff members.

Risk Level:

## 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**