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 AT PINNACLE	Program Number 000000411135	Program Type Child Care Center
Address 1239 LAMPLIGHTER DRIVE GROVE CITY OH 43123		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Andrea Clark	Inspection Day 07/17/2025	Begin Time 8:20 AM	End Time 10:40 AM
Reviewer(s) CRYSTAL LUSE	Inspection Day 07/17/2025	Begin Time 8:20 AM	End Time 10:40 AM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant 1	0 to < 12 months	1 to 5	
Infant 2	0 to < 12 months	2 to 8	
Older Infant	12 months to < 18 months	2 to 10	
Toddler	18 months to < 30 months	2 to 9	With Early Preschool
Explorers	30 months to < 36 months	2 to 12	
Early Preschool		0 to 0	not open
Preschool Pathways	30 months to < 36 months	3 to 9	
Preschool 1	30 months to < 36 months	2 to 10	
Preschool 2	4 years to < 5 years	2 to 10	
Pre-K	4 years to < 5 years	1 to 11	

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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 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Allegation: The program staff left children unattended.

Determination: Substantiated

Findings: During the inspection, it was determined that a child-care staff member had abused, endangered, or neglected a child. Child care staff members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately. Two toddlers left the playground and walked across the parking lot to the pond. A staff member in the building saw the children through a window and alerted administration. Administration retrieved both children from the pond and brought them into the building.

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 the individual is no longer employed 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: 08/20/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

No Additional Serious Risk Non-Compliances were observed during this inspection

Ohio Department of Children & Youth

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