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 Polaris	Program Number 2220026237	Program Type Child Care Center
Address 561 Westar Blvd Westerville OH 43082		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Andrea Clark	Inspection Day 02/12/2026	Begin Time 9:00 AM	End Time 10:20 AM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
5	0	0	0	0

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant 2	0 to < 12 months	2 to 8	Arrival ratio @ 9:00 AM.
Infant 1	0 to < 12 months	2 to 5	Arrival @ 9:00 AM.
Toddlers	12 months to < 18 months	2 to 7	Arrival ratio @ 9:00 AM.
Early Preschool	18 months to < 30 months	2 to 10	Arrival ratio @ 9:00 AM.
Preschool Pathways	18 months to < 30 months	2 to 11	Arrival ratio @ 9:00 AM.
Preschool 1		0 to 0	Room not open, combined into Preschool 2.
Preschool 2	3 years to < 4 years	2 to 14	Arrival ratio @ 9:00 AM. - Combined with Preschool 1.
Pre-K 1	4 years to < 5 years	2 to 18	Arrival ratio @ 9:00 AM. - Combined with Transitional Kindergarten.

Transitional Kindergarten		0 to 0	Combined into Pre-K 1.

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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.

No Complaints were observed during this inspection.

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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

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Low Risk Non-Compliances

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