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>Sincere Learning Ladder LLC | Program Number<br>2250032535 | Program Type<br>Child Care Center |
| Address<br>1 East Bancroft Toledo<br>OH<br>43620 | | County<br>LUCAS |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | Inspection Scope<br>Partial | Inspection Method<br>On-site Inspection | Inspection Notice<br>Unannounced |
| Inspection Date<br>07/16/2026 | Begin Time<br>4:30 PM | End Time<br>4:45 PM | Reviewer:<br>Heather Sanchez |

| Summary of Findings | | | |
|---|---|---|---|
| No. Requirements Verified<br>2 | No. Requirements with Non-compliances<br>1 | | No. Requirements Compliant<br>1 |
| No. Serious Risk<br>1 | 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** |
| Mixed age group | | 1 to 4 | | 430 pm |

## 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: 08 Staff Files**

Rule: 5180:2-12-09 Background Check Requirements
Code: The program is required to refrain from employing an individual who is not eligible to be employed in child care.

Allegation: The complainant alleges that a staff member has an ineligible background check

Determination: Substantiated

Findings: During the inspection, it was determined that an owner's representative was not eligible to be employed.

The following was observed: The authorized rep of Sincere Learning Ladder LLC has an ineligible DCY 01176 effective 9/8/2025-9/23/2030. Before this center was licensed on 11/4/2026 a phone conversation and email were had with the associated rep. to discuss the ineligible check and that she cannot be on site during the program's hours of operation. During the complaint inspection, she was on-site completing janitorial duties while children present.

The individual must be immediately released from the program.
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 the individual is no longer employed or a copy of the updated DCY 01176, 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: 07/25/2026

**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.*

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## 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**