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>CHILDTIME LEARNING CENTER | Program Number<br>000000105138 | Program Type<br>Child Care Center |
| Address<br>2546 LELAND AVENUE AKRON<br>OH<br>44312 | | County<br>SUMMIT |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | Inspection Scope<br>Partial | Inspection Method<br>Telephone Contact | Inspection Notice<br>Unannounced |
| Inspection Date<br>10/30/2026 | Begin Time<br>10:45 AM | End Time<br>10:55 AM | Reviewer:<br>BETH RAGLE |

| Summary of Findings | | | |
|---|---|---|---|
| No. Requirements Verified<br>1 | No. Requirements with Non-compliances<br>0 | | No. Requirements Compliant<br>1 |
| 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** |
| Telephone Contact | | 0 to 0 | | Ratios were not documented for this inspection, as the complaint was addressed via telephone. |

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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 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: 10 Written Policies & Procedures**

Rule: 5180:2-12-07 Written Program Policies and Procedures
Code:

Allegation: The program is not following written policies regarding payments and suspension.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to the available information. Handbook policies regarding tuition payments and suspension were reviewed and discussed with an administrator. The program written policy handbook states that tuition payments are due on the first day of the billing cycle, Monday for weekly billing. The administrator stated that the Monday due date was extended to Wednesday. The handbook also states that the program reserves the right to end enrollment of a child at any time for any reason deemed appropriate, and for non-payment of tuition by the due date. The administrator stated that no child had been suspended due to non-payment recently. It was also stated that payment plans have been set up for families struggling with tuition due dates.

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**