

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 Heights- Room to Grow Preschool, LLC	Program Number 000000308163	Program Type Child Care Center
Address 3325 EUCLID HTS BLVD CLEVELAND HTS OH 44118		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) MATTHEW PIGNATO	Inspection Day 10/28/2025	Begin Time 11:45 AM	End Time 12:45 PM

Summary of Findings				
No. Rules Verified 2	No. Rules with Non-compliances 1	No. Serious Risk 0	No. Moderate Risk 0	No. Low Risk 1

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Toddler	18 months to < 30 months	2 to 11	1st
Pre-K	3 years to < 4 years	1 to 7	1st
Preschool	3 years to < 4 years	1 to 8	1st
Infant	0 to < 12 months	1 to 4	1st

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:00 License & Approvals

Rule: 5180:2-12-03 Inspection Requirements

Code:

Allegation: It is alleged the program did not notify families of a SRNC.

Determination: Substantiated

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to onsite observation and interviews with staff and administration.

Risk Level:

Domain:00 License & Approvals

Rule: 5180:2-12-03 Inspection Requirements

Code: The program is required to notify parents when a serious risk noncompliance is cited. The program must provide a copy of the written notice to ODJFS.

Allegation: It is alleged the program did not notify families of a SRNC.

Determination: Substantiated

Findings: During the inspection, it was determined the program did not provide a written or electronic notice of a serious risk noncompliance (SRNC), as noted in number 2 below:

1. The written notice was not provided to all parents of enrolled children within fifteen business days of receipt of the noncompliance.
2. The written notice was not provided to all parents of enrolled children within five business days of receipt of the decision of the finding being upheld following the request for review.
3. A copy of the written notice wasn't provided to ODJFS.
4. The written notice did not include a statement informing parents of the ODJFS web site and/or the location of further information regarding the SRNC.

Submit the program's corrective action plan, which includes a copy of the written parent notification, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 01/01/2026

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

Low Risk Non-Compliances

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