



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 ALL STAR ACADEMY LEARNING CENTER	Program Number 000000400324	Program Type Child Care Center
Address 5992 WESTERVILLE RD, SUITE 1 WESTERVILLE OH 43081		County FRANKLIN

Inspection Information				
Inspection Type Complaint			Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Jada Hightower		Inspection Day 07/30/2025	Begin Time 12:30 PM	End Time 2:00 PM
Summary of Findings				
No. Rules Verified 8	No. Rules with Non-compliances 2	No. Serious Risk 0	No. Moderate Risk 0	No. Low Risk 2

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant	0 to < 12 months	2 to 8	
Toddler 1 & 2	18 months to < 30 months	1 to 12	Nap
PreK 1 & 2	3 years to < 4 years	1 to 11	Nap
School age	School-Age to < 11 years	2 to 19	

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: 5180:2-12-18 Ratio

Code: The program staff used in ratio are to refrain from other duties that would not allow them to provide appropriate care and supervision of the children in their group.

Allegation: Complainant alleges that child care staff members who was used in the staff/child ratio were engaged in other duties therefore was unable to provide appropriate care and supervision to the children.

Determination: Substantiated

Findings: During the inspection, it was determined that Child Care Staff Members who were used in the staff/child ratio were engaged in other duties such as noted in number 4 below and, therefore, were unable to provide appropriate care and supervision to the children:

1. Cooking;
2. Cleaning that interferes with supervision;
3. Paperwork;
4. Talking on the phone for extended time;
5. Engaging in a conversation with a parent for an extended period of time;
6. Other [].

Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 09/06/2025

Domain:02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Code: The program is required to provide a clean restroom with the appropriate materials available.

Allegation: Complainant alleges that unsanitary conditions were in the school age restroom.

Determination: Substantiated

Findings: During the inspection, it was determined that unsanitary conditions, as noted in number 8 below, were in the School age restroom:

1. There was no liquid soap.
2. There was no toilet paper.
3. There were no paper towels.
4. The toilet cleaning brush was accessible to the children.
5. The plunger was accessible to the children.
6. The toilet(s) were not flushed.

7. The trash was not emptied from the day before.
8. There was a strong urine odor.
9. Other [].

The restroom(s) must be kept sanitary at all times. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 09/13/2025

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



Department of
Children & Youth
