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 Balanced Family Academy of Hilliard	Program Number 2230028413	Program Type Child Care Center
Address 5675 Feder Road Columbus OH 43228		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/08/2026	Begin Time 10:10 AM	End Time 11:35 AM	Reviewer: HEATHER WARES

Summary of Findings			
No. Requirements Verified 3	No. Requirements with Non-compliances 1		No. Requirements Compliant 2
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 0	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Piglets	18 months to < 30 months	2 to 11		10:15am
Bunnies	18 months to < 30 months	2 to 10		10:20am
Monkeys	4 years to < 5 years	2 to 13		10:20am
Bees	0 to < 12 months	3 to 7		10:15am
Tigers	12 months to < 18 months	1 to 4		10:15am

Tigers	12 months to < 18 months	2 to 9		10:15am
Bears	0 to < 12 months	4 to 10		10:15am
Beavers	3 years to < 4 years	1 to 12		10:20am
Owls	4 years to < 5 years	1 to 11		10:20am
Lions	4 years to < 5 years	1 to 5		10:20am
Kangaroos	30 months to < 36 months	1 to 6		10:20am

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: 01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision
Code:

Allegation: Supervision was inadequate on the outdoor playspace.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to onsite inspection completed, playground, incident report and video surveillance reviewed. Administrator and Owner were interviewed.

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