Bright from the Start Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive SE, 670 East Tower
Atlanta, GA 30334
Phone: (404) 657-5562 WWW.DECAL.GA.GOV

Date: 3/30/2026 **VisitType:** Complaint Investigation Follow Up **Arrival:** 11:35 AM **Departure:** 6:25 PM

CCLC-67591
Razzles Kid Academy
4510 Lawrenceville Highway Loganville, GA 30052 Walton County
(770) 554-1601

Special Investigations Unit Specialist
Brittany Cook
Phone: (706) 434-4412
Fax: (706) 434-7708
brittany.cook@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★ ★

Compliance Zone Designation		
03/30/2026	Complaint Investigation Follow Up	Support
03/11/2026	Incident Investigation & Follow Up	Good Standing
02/19/2026	Complaint Closure	Good Standing

Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.

Good Standing - Program is demonstrating an acceptable level of performance in meeting the rules.
Support - Program performance is demonstrating a need for improvement in meeting rules.
Deficient - Program is not demonstrating an acceptable level of performance in meeting the rules.

Ratios/License Capacity

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Main	A: (1L) Infants	Infants and One Year Olds	1	8	C	13	C	NA	NA	Feeding,Floor Play
Main	B: (2L) One's	One Year Olds	2	10	C	16	C	NA	NA	Free Play
Main	C: (3L) Little Three's	Two Year Olds and Three Year Olds	2	16	C	23	C	NA	NA	Transitioning
Main	D: (Rear) Two's	Two Year Olds	2	11	C	17	C	NA	NA	Transitioning
Main	E: (1R) Pre-K	GA PreK	2	19	C	28	C	NA	NA	Transitioning
Main	F: (2R) Big Three's	Three Year Olds	2	22	C	28	C	NA	NA	Lunch,Transitioning
Main	G: (3R) Big Dawgs	Six Year Olds and Over	0	1	NC	57	C	NA	NA	TV
		Total Capacity @35 sq. ft.: 182			Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 87		Total Capacity @35 sq. ft.: 182			Total Capacity @25 sq. ft.: 0					

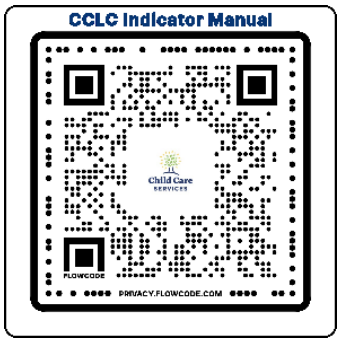
Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A: Left Side	23	C
Main	Playground B: Rear	48	C
Main	Playground C: Right Side	40	C

Enrolled Children

Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older

Comments
The investigative findings were not concluded on this date. The investigation remains open pending additional information. Upon completion, the findings will be reviewed with the child care program and a final copy of the report will be sent. The follow up report was not closed on this date due to technical revisions.

Plan of Improvement: To Be Submitted 04/14/2026



For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx.



For additional information regarding the full compliance inspection results of this program or any licensed program in the state, access the Child Care Services Compliance-at-a Glance website by scanning this QR code or visiting: https://families.decal.ga.gov.

Any rule violation which subjects a child to injury or life-threatening situation or any rule violations previously cited but not corrected, may result in the imposition of an adverse enforcement action. Serious or continued noncompliance may also jeopardize participation in one or more DECAL program(s).

Please refer to the website, http://www.decal.ga.gov/CCS/RulesAndRegulations.aspx , for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

O.C.G.A. Section 42.1.12(i)(2) requires Bright from the Start: Georgia Department of Early Care and Learning to notify licensed child care programs on accessing and retrieving from the Georgia Bureau of Investigation's (GBI) website a list of the names and addresses of all registered sexual offenders. Please see GBI's website located at http://gbi.georgia.gov to access the Georgia Sex Offender Registry.

Refutation Process:

You have the right to refute any of the citations noted in this report with which you disagree. To refute a citation(s), do the following:

1) Log into DECAL KOALA www.decalkoala.com with the userid for your program
2) On the home page scroll down to the Inspection Reports and select 'Refute Citation' for the visit report in dispute
3) Select the specific rule number(s) that you are refuting, add the reason for disagreement regarding the rule citation, and upload supporting documentation
4) Submit the refutation in DECAL KOALA to Child Care Services (CCS) within 10 business days of the completion date.

Your refutation will be forwarded to the appropriate CCS manager, who will follow up with you about your concerns. If you have any questions about this process, contact our office at 404-657-5562.

Bright from the Start recommends that all licensed child care providers carry liability insurance coverage sufficient to protect its clients. If you do not have this liability insurance, you are required to post a notice with ½ inch letters in a conspicuous location in the program, notify the parent or guardian of each child in care in writing, obtain their signature to acknowledge receipt and maintain this written acknowledgment on file at the program at all times while the child attends the program and for 12 months after the child's last date of attendance. (O.C.G.A. Section 20-1A-4)

Important Quality Rated/CAPS Update:

As January 1, 2022, child care providers must be Quality Rated to receive Childcare and Parent Services (CAPS). Newly licensed, or new to CAPS providers may be eligible for the new CAPS/QR Provisional Status, allowing for scholarships while working toward a star rating.

Contact the Quality Rated help desk at 855-800-7747 or qualityrated@decal.ga.gov for more information. Free technical assistance is available!

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Summary Report

Date: 3/30/2026 **VisitType:** Complaint Investigation Follow Up **Arrival:** 11:35 AM **Departure:** 6:25 PM

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The following information is associated with a Complaint Investigation Follow Up:

Facility

591-1-1-.26 Playgrounds(CR) **Not Met**

Finding
591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the following hazards were accessible to children:

- Main Playground A: Left Side - There were inward facing protruding screw/bolt that measured over two threads on the gate that connected to Main Playground B: Rear. There were gaps that exceeded 3.5 inches on the white fencing that secured hazardous equipment.
-Main Playground B: Rear- There was lifting along the bottom of the fence (right bottom side of playground) that left a gap that measured 6 inches in height and 12 feet and 8 inches long.
-Main Playground C: Left- There were inward facing protruding screw/bolt that measured over two threads on the gate that connected to Main Playground B: Rear. There was a 4 inch gap on the gate that connected to Main Playground B: Rear. There was lifting along the bottom of the fence in the back of the playground that left a gap of up to 5 inches in height. There was a 5 inch gap at the bottom of the fence on the front left corner that faced the parking lot. There was a 4 inch gap at the bottom of the wooden fence at the front of the playground that secured hazards.

Correction Deadline: 4/6/2026

Finding
591-1-1-.26(6) requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children. It was determined based on observation that the following hazards were accessible to children:

-Main Playground A: Left Side - There was chipping paint on the slide and a broken plastic step on the play structure.
-Main Playground B: Rear- There was chipping paint throughout several areas of the large play structure.
-Main Playground C: Right Side- There was chipping paint throughout several areas of the large play equipment, as well as chipping paint on the green bench.

Correction Deadline: 4/9/2026

Finding
591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation mulch under the large equipment and throughout the play area measured at 2 inches instead of the required 6 inches on the Main Playground B; Rear. Mulch under the large equipment and throughout the play area measured at less than 1 inch instead of the required 6 inches on Main Playground C: Right Side.

Correction Deadline: 4/6/2026

Recited on 3/30/2026

Finding
591-1-1-.26(9) requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. It was determined based on observation that the following hazards were accessible to children:

-Main Playground B: Rear- There was a section of lifted turf behind the play structure that posed a tripping hazard.

Correction Deadline: 4/6/2026

Safety

591-1-1-.36 Transportation(CR) **Not Met**

Finding
591-1-1-.36(4)(a) requires an annual safety check for each vehicle. The annual safety check, completed by a trained individual, should include a check of the: tires, headlights, horn, taillights, turn signals, brake lights, brakes, suspension, exhaust system, steering, windows, windshields and windshield wipers. A copy of the annual safety check will be kept in the Center or on the vehicle and should include evidence of any repairs and/or replacements that were identified as needed on the inspection report. It was determined based on a review of records that the Annual Vehicle Safety Inspection form for the vehicle with tag number SNE2431 (previously tag number RIQ3791) indicated deficient items such as issues with the brake lights, brakes, and heating system. The Annual Vehicle Safety Inspection form for the vehicle with tag number SNE2430 (previously tag number RIQ3792) indicated deficient items such as headlights, steering, windshield wipers, and a dry oil stick. The Annual Vehicle Safety Inspection form for the vehicle with tag number SNE2429 (previously tag number RIQ3793) indicated deficient items such as tires and brakes.

Correction Deadline: 4/4/2026

Finding
591-1-1-.36(4)(b) requires that the interior of a transportation vehicle be clean, in safe repair and free of hazardous items, objects and/or other non-essential items which could cause injury. It was determined based on observation that the following vehicles used for transportation did not have interiors that were clean and in safe and good repair:

Transportation Vehicle Tag #SNE2431
-Had a missing seat belt tongue to connect to the buckle for safety in the middle seat of row one.
-Ripped seating with exposed foam covered with tape throughout the van.
-Damaged flooring.

Transportation Vehicle Tag #SNE2430
-Had ripped seating with exposed foam covered with tape that was rolling up,
-Damaged flooring.

Transportation Vehicle Tag #SNE2429
-Had ripped seating with exposed foam covered with tape throughout the van
-Damaged flooring.

Correction Deadline: 4/6/2026

Recited on 3/30/2026

Staff Records

591-1-1-.14 First Aid & CPR(CR) **Technical Assistance**

Technical Assistance
591-1-1-.14(3) - Please ensure all first aid kits have updated supplies including antibacterial ointment that was not expired.

Correction Deadline: 4/9/2026

Staffing and Supervision

591-1-1-.32 Staff:Child Ratios and Group Size(CR) **Not Met**

Finding
591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children and cannot be mixed with older children except at specified times and circumstances. It was determined based on observation that there was a ratio
of 2:16 present in the Main C: (3L) Little Three's classroom. The group consisted of three 2-year-old and thirteen 3-year-old children. None of the children had a written agreement from the parent on file at the center for the group to be housed together.

Correction Deadline: 3/30/2026

591-1-1-.32 Supervision(CR) **Not Met**

Finding
591-1-1-.32(7) requires that children be supervised at all times appropriate to the individual age, needs and capabilities of each child. Such supervision must include, but not be limited to, indoor and outdoor activities, mealtimes, naptime, transportation, field trips, and transitions between activities. "Supervision" means that the appropriate number of Staff members are physically present in the area where children are being cared for and are providing watchful oversight to the children, volunteers and Students-in-Training. The persons supervising in the child care area must be alert, positioned to maximize their ability to hear and see the children at all times, and able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the volunteers and Students-in-Training, and provide timely attention to the children's actions and needs. Staff shall be attentive and participating with all children during mealtimes and shall be seated within an arm’s length away from children thirty-six (36) months of age and younger. It was determined based on observation that an 11-year-old child was alone and unsupervised in the Main G: (3R) Big Dawgs classroom. The child was seated on a sofa and watching a tablet. Center staff stated that the 11-year-old child was a staff member's child who was sick. Additionally, school-aged children entered the Center from Center vehicles and the County school bus in the afternoon and walked down the hallway to Main G: (3R) Big Dawgs classroom without supervision.

Correction Deadline: 3/30/2026