



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: 11/10/2025 **VisitType:** Complaint Investigation Follow Up **Arrival:** 10:30 AM **Departure:** 2:30 PM

CCLC-49292

Primrose School of Midtown

1197 Peachtree Street, NE Suit 3160 Atlanta, GA 30361 Fulton
 County
 (404) 745-9797

Special Investigations Unit Sr. Specialist

Tracey Caine

Phone: (706) 497-1536

Fax: (404) 567-6041

tracey.caine@decal.ga.gov

Mailing Address

Same

Quality Rated: No

Compliance Zone Designation			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.
11/10/2025	Complaint Investigation Follow Up	Good Standing	
11/07/2025	Incident Investigation Closure	Good Standing	
09/30/2025	Incident Investigation & Follow Up	Good Standing	

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 - older 2's	Two Year Olds and Three Year Olds	3	15	C	26	C	NA	NA	Free Play,Circle Time
Main	B/2L- 2's	One Year Olds and Two Year Olds	2	13	C	18	C	NA	NA	Free Play
Main	C/3L- 2's	One Year Olds and Two Year Olds	2	6	C	18	C	NA	NA	Free Play
Main	D/4L-3's	Two Year Olds	2	6	C	25	C	NA	NA	Free Play
Main	E/BL- 3's	Three Year Olds and Four Year Olds	3	23	C	27	C	NA	NA	Circle Time
Main	F/BR- 4's	Three Year Olds and Four Year Olds	2	12	C	27	C	NA	NA	Snack
Main	G/3R-4's	Four Year Olds and Five Year Olds	3	22	C	26	C	NA	NA	Circle Time
Main	H/2R-6wk-12mths	Infants	4	9	C	12	C	NA	NA	Floor Play,Nap
Main	I/1R- 6wks-12mths	Infants	4	9	C	12	C	NA	NA	Free Play,Floor Play
Main	J/FMR-1's	One Year Olds	2	11	C	14	C	NA	NA	Story,Circle Time
Main	K/BMR-9 mths-18 mths	Infants and One Year Olds	3	8	C	14	C	NA	NA	Nap,Feeding
Main	L/BML-1's	Infants and One Year Olds	3	6	C	14	C	NA	NA	Nap,Floor Play
Main	M/FML-1's	One Year Olds	2	12	C	14	C	NA	NA	Circle Time
Total Capacity @35 sq. ft.: 198					Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Playground Limitations			
Total # Children this Date: 152			Total Capacity @35 sq. ft.: 198		Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A/Front - 2 yrs - 5 yrs	21	C
Main	Playground B/Back - 6wks - 2 yrs	13	C
Main	Playground C/Upper- 3 - 5 yrs	32	C

Comments

11-10-25: The investigative findings were not concluded on this date.

Plan of Improvement: No Plan Developed

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.dec.al.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@dec.al.ga.gov for more information. Free technical assistance is available!



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Summary Report

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

	Food Service
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591-1-1-.15 Food Service & Nutrition

Met

Correction Deadline: 11/7/2025

Corrected on 11/10/2025

.15(9) - The previous citation was observed corrected on this date. The Consultant observed that the provider submitted their Plan of Improvement on November 7, 2025.