

CHILD CARE CENTER COMPLAINT

Name of Center: Little GEM Learning Center - North	Enrollment: 50	License ID: 51891
Street: 4750 42nd ST NE	City: Cedar Rapids	IA Zip Code: 52411
County: Linn		
Mailing Address: 4750 42nd ST NE		
Mailing City: Cedar Rapids	IA Zip Code: 52411	
Director's Name: Katie Meisterling	Center Phone Number: 319-200-2999	
On-Site Supervisors: Shelby Logston	E-Mail Address: ksmeisterling@gmail.com emilieagardner@gmail.com	

Date of Complaint: 08-13-2026**Date of Visit:** 08-17-2026
☐ Scheduled
☒ Unannounced
☐ NA

☒ Non-Compliance with Regulations Found
☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 8/13/2026, a complainant reported multi-site owner and director Katie Meisterling does not ensure there is a director, supervisor or person named in charge at the center during operating hours. The complainant reported a few months ago, a random man came into the center who posed a threat to staff and children and there was no one present to handle the situation. The complainant reported a month ago, the fire marshal pointed out that the clothes dryer vent is not properly connected yet nothing has been done to resolve this. The complainant reported the mechanical room had standing water due to a possible leak or clogged floor drain and nothing has been done to resolve this.

Licensing Rules Relevant to the Complaint:

109.6(1) Centers with multiple sites have a qualified director or on-site supervisor at all sites. Information on the director's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. Center director meets qualifications or is "qualifiable" with a plan established to meet qualifications.

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation. Information on on-site supervisor's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. On-site supervisor meets qualifications or is "qualifiable" with a plan established to meet qualifications. Another responsible adult is clearly designated as the interim on-site supervisor if the on-site supervisor is temporarily absent from the center.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Equipment placed in the program area is maintained so as not to result in injury to the children.

Inspection Findings:

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On 8/17/2026, licensing conducted an unannounced visit to Little Gem Learning Center - North. The below is based upon a face-to-face visit with multi-site owner/director Katie Meisterling, face-to-face interviews with multiple staff throughout the classrooms, and observations while on-site.

CONCLUSION: Rules 109.6(1), 109.6(2) and 109.11(3)a were VIOLATED.

- Ms. Meisterling is a multi-site owner and multi-site director of both Little GEM Learning Center - North - 51891 and Little GEM Learning Center - 47824. Information gathered indicated Little GEM Learning Center - North did not have a site-specific qualified director and/or qualified on-site supervisor (OSS) routinely present during the hours of operation or a minimum of six hours of center's hours of operation. This resolved on 9/18/2026 as Ms. Shelby Logston qualified for and assumed the OSS role for this location.

- Information gathered indicated about 4 months prior to this complaint visit, a random man followed someone inside the center's front door in an attempt to confront a person whom they believed was the source of a road rage incident earlier in the morning. Staff reported contacting law enforcement. Staff further reported the man chose to leave the premises prior to law enforcement arriving and indicated informing Ms. Meisterling about the situation. Ms. Meisterling acknowledged the incident occurred on 4/3/2026. Ms. Meisterling reported having communicated the incident to families on the day it occurred and reminded everyone to not hold the door open for anyone trying to enter behind or with them.

- Information gathered indicated a new clothes washer and clothes dryer was recently purchased and delivered to the center on 7/24/2026. Ms. Meisterling acknowledged the business, these appliances were purchased and delivered from, was also supposed to properly install the appliances but did not. Ms. Meisterling reported on 8/18/2026 her maintenance person Mr. Jakobsen resolved this by properly connecting the outdoor vent to the clothes dryer.

- Information gathered indicated the mechanical room drain was first found to not be properly draining on 7/17/2026. Ms. Meisterling reported the drain ended up independently draining, the area was cleaned and it was believed to have resolved on its own. Ms. Meisterling indicated on 8/12/2026 another incident of standing water in the mechanical room occurred. Ms. Meisterling reported asking a staff to redirect the water to pots, to keep the water off the floor, until a professional was available to assess the situation. Ms. Meisterling reported on 8/17/2026 a heating and colling professional cleared the floor drain and the issues has fully resolved.

Special Notes and Action Required:

Based upon the above, no response to this report is requested. Thank you.

Consultant's Signature:

Amy Lyons

Date:

09-18-2026