

CHILD CARE CENTER COMPLAINT

Name of Center:	The Learning Grove Academy	Enrollment:	114	License ID:	51478		
Street:	1780 Lininger LN	City:	North Liberty	IA Zip Code:	52317	County:	Johnson
Mailing Address:	120 S LaSalle ST STE 1200						
Mailing City:	Chicago	IA Zip Code:	60603				
Director's Name:	Mikaela Brandenburg	Center Phone Number:	319-626-8555				
On-Site Supervisors:	Heather Dake	E-Mail Address:	mbrandenburg@learninggroveacademy.com				

Date of Complaint: 01-22-2026**Date of Visit:** 02-02-2026☐ 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:**

The director self-reported this incident to the Child Abuse Hotline and to her HHS Licensing Consultant.

A six-year-old child was left in the bus for approximately 16 minutes.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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This worker and HHS worker Michelle Filling arrived at The Learning Grove Academy - 51478 on 2/2/2026. The following is based upon face-to-face interviews with the director/on-site supervisor and staff. Review of administrative items, review of video footage and observations while on-site.

109.10(14)a Staff shall provide careful supervision. VIOLATED.

The following information was provided. A six-year-old child was picked up from school by a staff member. This staff member arrived at the center with the children in the bus at 2:20pm. The staff checked in 8 children on her bus when at the school. The staff member failed to complete a Face to Name check in the classroom upon arrival back to the center. The director checked the classroom to ensure all children were in the building. The staff reported that she had 7 children. This is when she realized the child was missing. The child was on the bus. The child was seated in the front seat of the vehicle and was attempting to get out. The child appeared to be upset. The director reviewed the video footage and was able to determine that the child was left unattended on the bus for approximately 16 minutes.

The center ensures that all staff that provide transportation know the transportation protocols. These are reviewed upon hire and annually. They have staff sign a statement sharing that they have reviewed and understand the protocols. The director also stated that a staff meeting had been held the evening prior to the incident, during which transportation protocols were reviewed.

The staff member that left the child failed to follow the center's transportation protocols. Transportation protocol requires:

- The staff to walk to the back of the bus and activate a safety button, which ensures the staff visually checks all seats before exiting. (This was not completed. The staff member had been allowing children to activate the safety button instead of completing the required safety check herself.)
- The staff are required to complete transportation tracking sheets used for name-to-face verification and headcounts during transitions. (The staff member failed to complete this task).

This same staff had received a prior written warning on July 8, 2025, for a transportation policy violation. The director provided us with the official written warning that was signed by the staff and director.

Based on the information gathered the staff did not provide careful supervision. This staff member is no longer employed at The Learning Grove Academy - 51478

Special Notes and Action Required:

This center has strong policies and procedures in place to prevent these incidents from occurring. This worker could not think of any additional recommendations.

The director did an excellent job of following her procedures in regard to notifying the Child Abuse Hotline. She also went above and beyond by also immediately contacting her HHS Licensing Consultant.

Consultant's Signature:

Heidi Brown

Date:

04-20-2026