Department of Children & Youth

# Center Complaint Inspection Summary Report

All licensed child care programs are inspected at least once each year. Non-compliances are documented and grouped as Serious, Moderate or Low risk violations. Documenting statements and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the child care website at http://jfs.ohio.gov/CDC/childcare.stm. This includes complaint investigation reports with substantiated allegations. For any other child care records, please contact the Child Care Help Desk at 1-877-302-2347, option 4.

| Program Details | | |
|---|---|---|
| Program Name<br>The Learning Experience | Program Number<br>2170016461 | Program Type<br>Child Care Center |
| Address<br>5800 Central College Rd New Albany OH 43054 | | County<br>FRANKLIN |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) STEPHANIE WALTERS | Inspection Day<br>03/10/2026 | Begin Time<br>10:30 AM | End Time<br>11:20 AM |

| Summary of Findings | | | | |
|---|---|---|---|---|
| No. Rules Verified | No. Rules with Non-compliances | No. Serious Risk | No. Moderate Risk | No. Low Risk |
| 3 | 1 | 0 | 1 | 0 |

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Twaddler A | 18 months to < 30 months | 1 to 7 | |
| PS 1 A | 3 years to < 4 years | 2 to 13 | |
| Infant A | 0 to < 12 months | 1 to 5 | |
| Infant B | 12 months to < 18 months | 2 to 7 | |
| PS 2A | 3 years to < 4 years | 1 to 12 | |
| Preppers | 18 months to < 30 months | 2 to 15 | 2 YT in group |
| Toddlers | 12 months to < 18 months | 2 to 12 | |
| Twaddler B | 18 months to < 30 months | 1 to 7 | |
| PS 1B | 3 years to < 4 years | 1 to 11 | |
| PS 3 | 4 years to < 5 years | 1 to 13 | |

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## Complaint Allegations

*If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5101:2-12-03 and 5101:2-13-03 detail the process for submitting a request for review. The request for review must be submitted within seven business days from the receipt of the licensing report. In addition, if the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.*

**No Complaints were observed during this inspection.**

## Summary of Additional Non-Compliances

### Serious Risk Non-Compliances

**No Additional Serious Risk Non-Compliances were observed during this inspection**

### Moderate Risk Non-Compliances

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Findings: During the inspection, a ratio of 2 child care staff member(s) for 15 children was determined to have occurred for the Preppers group when the situation in number(s) 8 below occurred:

1. A child care staff member stepped out of the room.
2. A child care staff member had not arrived at work on time.

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3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [ ].

Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/09/2026

## Low Risk Non-Compliances

**No Low Additional Risk Non-Compliances were observed during this inspection**