

CHILD CARE CENTER COMPLAINT

Name of Center: ALRazi Academy	Enrollment: 46	License ID: 27835
Street: 1119 5th St	City: West Des Moines	IA Zip Code: 50265
Mailing Address: 1119 5th St		County: Polk
Mailing City: West Des Moines	IA Zip Code: 50265	
Director's Name: Ihsan Yaseen	Center Phone Number: 515-255-0220	
On-Site Supervisors:	E-Mail Address: ihsan@mynewhorizonacademy.com	

Date of Complaint: 05-05-2026**Date of Visit:** 05-13-2026☒ 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:**

It is alleged that on 05/04/2025, staff at AlRazi Academy caused injuries to a two year old child. It is alleged that the injuries included scratches on the left side of the neck, the right side of the head and on one arm.

Licensing Rules Relevant to the Complaint:

109.12(1) Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served. Program complements but does not duplicate school curriculum. Schedule of program is posted in a place visible to parents.

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

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5/5/26 Email communication with Ihsan Yaseen, director. Ihsan said a parent had reported concerns to the daycare about their two-year-old receiving injuries after being at the daycare on 5/3/26. This was the

child's first day attending the daycare and the child was there for three hours. The director reported that she had spoken with the staff and also watched available video but hadn't seen anything concerning. She is waiting to hear back from the police. Ihsan asked if the center could continue operating as usual. This worker wasn't aware of any concerns at this point and advised Ihsan the center could remain operating as usual.

5/7/26 Email communication with Ihsan Yaseen. Ihsan stated she had been out of town on 5/5/26 and didn't have access to all the video. The center will be sending additional video to the police. This worker advised Ihsan to watch the video also. Ihsan said she would try to do so.

5/13/26 – On site Visit

Initial meeting with Director Ihsan Yaseen and School President Luai Amro. Yaseen had reviewed some, but not all, of the video provided to police. Luai reported observing concerning staff interactions in some footage; staff member S.N. was placed on leave due to inappropriate interactions with children. The other staff member in the room is M.H., who was working during the visit. Photos shared with the family were taken through the Playground app used by staff.

Interview conducted with staff member M.H., who has 19–20 years of child care experience. She referenced a prior incident involving a scratch but reported seeing nothing that could have caused injuries. She described classroom operations, child counts, and the child's activities on 5/3/26. She stated she does not typically pick up children except for diapering and described her method as lifting under the arms, consistent with her training. She reported redirecting children verbally and offering comfort when needed. She acknowledged prior disciplinary action related to supervision and diaper changing procedures.

Video footage from 5/4/26 (9:05–11:26 a.m.) was reviewed. Footage showed both M.H. and S.N. grabbing children by their arms or hands, pushing children on the head, and dragging children by the arms. When questioned, M.H. initially did not respond, then later disclosed she had been having difficulties at home and had been interacting with children in this manner for approximately one year. She stated she and S.N. had not discussed their behavior.

M.H. said the other staff in her classroom was disciplined for not watching the kids. She had to sign the paper too. It was about not changing correctly.

This worker and HHS Saunders met again with Ihsan and Luai to report the findings. Luai expressed concern and stated leadership was unaware of these behaviors. He indicated he would make an immediate decision regarding termination of both staff members.

109.12(2)

The center shall not use as a form of discipline:

Center does not use corporal punishment including spanking, shaking, or slapping.

Punishment which is humiliating or frightening or causes pain or discomfort is not allowed.

VIOLATION - A child sustained injuries as a result of staffs' actions. These staff were also observed grabbing, pushing and dragging other children in this classroom.

109.12(1)

Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served.

VIOLATION - Staff were not observed interacting, modeling play activities, or assisting the children in their play and learning activities. Staff were supporting or following the center's schedule/lesson plan for the children.

Special Notes and Action Required:

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Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

06-16-2026