

Subject: Re: Complaint: repeated and ongoing foul language and bullying at SST
From: Adam Marra <adam_m@sekolahbogorraya.com>
Date: 5/24/17, 12:31 PM
To: Bart W van Assen <bart@auditor.id>

Bart I am busy today conducting interviews for the next academic year in the SMP-SMA. The material that needs to be discussed with you does not require my presence. The head of HRD and Bu Henny are more than qualified to handle this meeting. If there are any points that come up they will pass them on to me and we will discuss them during the next management meeting.

On Wed, May 24, 2017 at 12:26 PM Bart W van Assen <bart@auditor.id> wrote:

Adam, by all appearances you are SBR's Academic Advisor yet you appear not to join the meeting. (Do correct me if I'm wrong.) Why?

On 5/24/17 12:07 PM, Adam Marra wrote:

Bu Henny and Bu Sisca can explain the standard complaints procedure and the actions we have taken during your meeting with them this afternoon.

On Tue, May 23, 2017 at 3:55 PM, Bart W van Assen <bart@auditor.id> wrote:

Adam, I did not refuse to enter in an open dialogue! I formally protested to the attendance of two representatives of SST, because it too easily turns into two against one. As it stands, I still expect a formal update on my complaint from SBR, conform the SBR's SOPs.

On 5/23/17 2:31 PM, Adam Marra wrote:

Bart the SST representatives have chosen to withdraw from the meeting due to your refusal to enter into an open dialogue with them. Therefore all SST related agenda items will have to be deleted from the agenda.

Bu Henny, Bu Sisca and Bu Lintang will be present to represent SBR and explain the Complaints procedure to you tomorrow afternoon.

On Tue, May 23, 2017 at 1:55 PM, Bart W van Assen <bart@auditor.id> wrote:

Adam, in my previous email I clearly stated that only one member of SST is allowed to attend. I – not SST – requested a meeting with SBR to follow-up on my first complaint against SST, and possibly raise a second complaint. So, I strongly object to two representatives of SST joining, as I'm sure this will be detrimental to the discussion.

Hence, I will attend the meeting under protest and pending the outcome of the first point of the agenda: SBR's (standard operating) procedures concerning complaints. Only if these procedures allow for more than one representative will I continue with the other points of the agenda.

On 5/23/17 9:59 AM, Adam Marra wrote:

Bart, I contacted the SST to voice your concerns. They have stated that they both need to attend and have a right to speak. SBR agrees with their statement. You cant have an effective meeting when you gag people who have a lot to add to the

discussion. The meeting will go ahead tomorrow at 2.00 pm with two members of the SST present. We hope you can attend in order to address your concerns with all parties involved.

On Tue, May 23, 2017 at 7:43 AM, Adam Marra <adam_m@sekolahbogorraya.com> wrote:

Bart as I have already asked Pak Hendrik to be there tomorrow out of his busy schedule and I do feel Bu Santi has issues she wishes to discuss I think having two members of the SST is necessary for tomorrows meeting. I don't believe it will disrupt the communication as they are both very good listeners and communicators. In a situation like this it is important to make sure communication flows well and the easiest way to do so is to make sure everyone listens to each other before engaging in any kind of debate. I'm sure as mature adults tomorrows meeting/discussion can go ahead and I'm sure that all parties will walk away from the discussion with a clear picture of both the facts and how the other party is feeling.

On Mon, May 22, 2017 at 8:32 PM, Bart W van Assen <bart@auditor.id> wrote:
Cheers Adam,

I have serious reservations about two representatives from SST. As per an earlier email, one representative is preferred. This will ensure a more balanced representation of the issues at hand, and not another cover up attempt by SST.

Warm regards,

Bart

On 5/22/17 10:59 AM, Adam Marra wrote:

I'm not 100% sure but I would assume from my conference call Pak Hendrik and Bu Santi will represent the SST.

On Mon, May 22, 2017 at 10:35 AM Bart W van Assen <bart@auditor.id> wrote:

Thanks Adam,

See you this Wednesday at 14:00 hours. Who from SST will join?

Salak manis,

Bart

On 5/22/17 9:44 AM, Adam Marra wrote:

I just confirmed that the meeting will take place at 2pm thls Wednesday.

On Mon, May 22, 2017 at 7:29 AM Bart W van Assen <bart@auditor.id> wrote:

Cheers, Adam! Wednesday afternoon is doable for me.

Regards,

Bart

On 5/22/17 7:17 AM, Adam Marra wrote:

Bart I had a conference call with the committee of the SST last night to discuss this. It seems they are available on Wednesday afternoon. I have yet to meet Bu Henny to discuss her availability for this meeting yet. I will confirm with her today. would you be available on Wednesday afternoon to discuss the points your mentioned in your email?

On Sat, May 20, 2017 at 10:13 PM Bart W van Assen <bart@auditor.id> wrote:

Dear Adam,

Kindly organize a meeting between you, Bu Henny and Bu Lintang and me at your earliest convenience. (One representative from SST is welcome to join the discussion, if so preferred.) Consider this email the precursor to a second complaint concerning SST, for yet again singling Mark out by SST's management. Points for discussion at our meeting:

- SBR complaints procedure, and the status of my complaint;
- Proposed corrections, corrective and preventive actions and related deadlines concerning my complaint (including any proven value of the 'code of conduct' proposed in your previous email); and
- A clear justification why Mark was treated different by SST management at the SST Galaday this Saturday.

Be advised that my patience is wearing thin on this. As SST has yet again proven that it cannot settle issues like adults, which means that the only amiable option is that SBR takes the lead.

Regards,

Bart

On 5/15/17 2:34 PM, Adam Marra wrote:

Bart I took onboard your email and have already had a sit down meeting with the SST committee. We agreed that an issue like swearing or bullying has to be addressed by both Parents and the clubs. The idea came up during that meeting to a code of conduct for players to help design and for them to sign as a type of contract to try and curb some of this behaviour. The school some graphic designers creating some so semi

permenant posters to try and remind our students that words hurt and to think before speaking. We are also putting up a few about cyber/online behaviour.

The class teachers have been informed and will try and support the push for better behaviour within school.

It's my belief that with support from parents, clubs and teachers we can minimize these negative behaviors.

Again thank you for bringing the matter up. We are and will continue to be working on this for a positive future at SBR.

On Mon, May 15, 2017 at 2:25 PM Bart W van Assen <bart@auditor.id> wrote:

Cheers Adam,

Let me clarify how I perceive the role of SBR and SST in addressing bullying and foul language:

1. I'll fully admit that I use foul language myself, far too often, but I'm trying to teach Mark better habits than I have. Consequently, Mark will no doubt use some foul language himself. I don't believe for a moment my son is a little angel. So, my complaint by no means lessens my personal responsibility – or that of Mark – in this matter.
2. From my interactions with Mark, I'm convinced that fair play and sportsmanship are well covered at PE. In fact, Mark is very happy to play soccer at Fri afternoon. Hence, I believe that significant improvements were made by SBR from the situation we discussed at the start of this academic year.
3. Mark has now moved soccer practice, and joined a club in Sentul. The difference is striking, basically from resenting soccer to enjoying it again. He also very much enjoys school, and there are no signs that he has any issues with SBR. These are for me more clear signs that the issues lie not with SBR, but with SST!
4. As parents, we're always two steps behind our children using bad language. The FBI abbreviation is just one example of this. As teachers, you may (or may not) be a step closer. But we're mostly limited to reacting to our kids misbehavior in a way. It's thus crucial we jointly take ownership of these issues.
5. SST's board is clearly unable to own up to this problem. Their ongoing excuse that this is a problem at SBR, at first even simply denying their own children were involved in this, is clear evidence of this.

As long as SST's board does not clearly denounce – and owns up for – the bullying and foul language by their own kids in particular and SST players in general, both parents and school face a formidable obstacle in addressing it. However, it's up to the school to take decisive action on how to remove

the rotten apple from the basket.

Hence, kindly confirm that my previous email suffices as a formal complaint, and address it as such. Or inform me at your earliest convenience on the actions I need to take to formalize it. (As previously stated, I'm quite willing to support SBR in any way I can to address my complaint. This includes meeting with SST's board together with SBR to discuss my complaint.)

Warm regards,

Bart

On 5/8/17 2:49 PM, Adam Marra wrote:

Hello Bart,

Thank you for your ongoing concerns regarding the SST. I will arrange a meeting personally with the SST to discuss these matters soon and try and see if we can come up with a two sided approach to try and stamp out unwanted behavior and language. As I realize there has been some bad language used at school we should be able to come up with a program to try and curb the bad language issue. Hopefully a side by side approach to appropriate language use will make a difference.

Bullying and fair play is something I can bring up during this meeting as well. Fair play and sportsmanship is taught in P.E but it seems like the students may need a refresher. Anti Bullying programs have been run but I think some permanent posters displayed around the school will probably help remind the students that bullying and words can hurt. I have a number of posters designed and plan too get them printed soon.

Obviously bad language and bullying are not issues that are easily solved overnight with a snap of the fingers. Children will need time to change bad habits and need constant reminders to mind their language and show mutual respect to one another. Everyone involved from the teachers, to the coaches and of course the parents will have to be involved to try and change this behavior for the better.

The key here will be support from all parties and of course time to change their habits which often takes months. If the school and the SST work together I do believe we can curb this behavior and come up for a way to improve the current situation.

On Mon, May 8, 2017 at 2:00 PM, Bart W van Assen <bart@auditor.id> wrote:

Dear Mr Adam Marra and Mrs Henny Anggraeni,

It is my honest opinion that the passive stance on, and systematic denial of, the foul language and bullying at SST facilitates and exacerbates these issues among its members. Hence, on 26 April 2017 I announced in the SST U10 Whatsapp group that Mark will leave SST at the end of the season, with detailed reasons and supporting evidence. (I have included this announcement below to provide you with some context.)

On April 3rd, SST released an open letter (attached). Its statements about "posted in SST groups" and "winning at all cost" (more on this below) clearly refer to my announcement and my concerns raised earlier. I note that the statement contains an abundance of false claims and that SST still does not own up to the improper behavior by SST members. The following actual examples serve to refute most – if not all – claims made in SST's letter:

1. "*SST never tolerates and has never tolerated improper words*" (page 1, point 1)

As you are already made aware, during a recent meeting with SST's committee an adult member made references to physical harm to an SST player "after the national exams". SST's chairman and other members of the committee neither intervened as this threat was made, nor formally condemned it afterwards. De facto, SST has 'tolerated' a threat that classifies as 'improper words' from a member. This very threat was for me the point of no return for considering SST a suitable environment for my, or any other, child.

2. "*the first thing that we do is to remind the relevant player through his coach*" (page 1, point 1)

In practice, improper behavior is not acted upon through the coaches. They simply neither have the directive, nor the proficiency to do so. The coaches' directive is to obtain medals in the relevant soccer leagues. (This point was recently verbally confirmed by the head coach, Pak Arif, and is a major frustration to him.) Their low proficiency in English further limits the role coaches can play in foul language and bullying.

In all cases I'm aware of, improper behavior by SST players was addressed by either a

team coordinator or the school representatives (Mrs Felice or Mr Bryan). This leads to serious problems when they are not around. For example, Mark was left to sulk – due to a bruised wrist – for the full duration of a Wednesday training session (more than ninety minutes!) without medical attention or support from the U10 coach.

3. "he will be prohibited from participating in several training sessions / matches in order for him to know / learn about his mistake" (page 1, point 1)

During the 2016–2017 season, several U10 players were identified as repeat offenders of bullying and foul language. Yet none of them have been prohibited from participating in training/matches. I doubt that any of these cases – for example the "FBI" profanity – have been formally documented and reported to SBR. How then, may I ask, does SST ensure that repeat offenders are identified and suspended from training/matches?

As you may remember, Mark has been suspended twice for improper behavior – not by SST but by the principle – with the full support of us. Yet, somehow these rules do not apply for the "top" players in U10.

4. "the focus is indeed to enhance the skills of SBR students in playing soccer" (page 1, point 1)

For SST to focus on enhancing the soccer skills of SBR students, it should maintain a formal curriculum and maintain records on how players score/rank against this curriculum. I am fairly confident that such curriculum/records do not exist (yet). Similarly, the coaches' directive (see point 1) leaves little or no incentive for a coach to engage with the less gifted players. During the few training sessions I have observed in detail, the actions of the U10 coach never went beyond ordering players around, and never touched upon the technical or strategic skills of individual players. The simple fact that for the whole 2016–2017 season no coach taught Mark how to properly kick the ball pretty much sums up how SST does focus on enhancing soccer skills: not.

5. *"it is SBR who has the main responsibility in providing moral guidance to SBR students (in this case SST players)"* (page 1, point 1)

This is the very statement that decided for me to raise this formal complaint against the SST committee. It is a obvious true-ism that any school club must abide by the school rules. However, no parent – let alone one that wants to oversee a school club – can shirk the inherent responsibility of owning all issues that occur in the club. At no instance can a club claim improper behavior as the responsibility of the school!

6. *"Impolite, improper and offensive writing and talking (either in social media or any other media or occasions) are very bad examples for our children"* (page 2, point 2)

I fully agree with this statement. Therefor – also keeping in mind point 1 above – I have suggested (and still suggest) that SST should take a pro-active stance on improper behavior by its players (and committee members). This suggestion is not made to place blame with individuals in SST but to jointly own up for a problem that is facilitated and exacerbated by the club!

7. *"for the other teams, the target was to be the champion"* (page 3, point 4a)

As I was one of the parents and then a committee member involved in that decision, I can safely say that that is a blatant lie! It was jointly decided (in November 2016?) that U10 would enroll 2 teams, an A-team for the championship and a B-team for the experience. Yet at the next SST meet it became clear that someone had decided – based on severely flawed reasoning – to enroll all U10 players in a single team. This flawed decision, severe disrespect for other opinions, led to serious friction within the committee. This was the very reason I stepped down as member of the club's committee early this year!

8. *"it is then determined by rotating the players"* (page 3, point 4b)

Yet, somehow Hamzah – a dedicated player who needs that extra bit of moral support – was the only player not "selected" by the coach for the first 4-5 matches. Hamzah lost his self-confidence after the second time he

was not selected (and the sole player at that) and then used various obvious excuses not to join practice. Neither the coach nor the coordinator cared enough to take action, and only after my angry message to SST's chairman – during which I referred to 'winning at all cost' to shock – was corrective action taken.

9. *"to give the opportunity for the players with less skill to remain developing themselves"* (page 3, point 4b)
Following the choice of a single team (see point 7 above) I repeatedly suggested to organize personalized training for those kids that were not

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Best Regards,

Adam P Marra
Sekolah Bogor Raya
Bogor Kota, West Java, Indonesia

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