

Subject: Re: Fwd: Re: Complaint: repeated and ongoing foul language and bullying at SST
From: Bart W van Assen <bart@auditor.id>
Date: 6/3/17, 9:28 AM
To: Henny Anggraeni <henny_a@sekolahbogorraya.com>
CC: Fransisca Wahyu Ari Susilawati <siska@sekolahbogorraya.com>, Lintang Ardiana <lintang_a@sekolahbogorraya.com>, Adam Marra <adam_m@sekolahbogorraya.com>

Dear Bu Henny,

I have read your email. I suggest we organise another meeting at SBR in the coming week (8–12 May) to discuss the meeting notes and progress made on corrections, corrective actions, and preventive actions concerning both my complaints. As per my previous communications , I support the presence of one representative from SST to join this meeting to clarify matters and agree on mutually beneficial closure of these complaints.

Please find below some notes for our next meeting:

1. On SBR's Complaint Procedure: Best practice advice on complaints is available [here](#), while a useful explanation of policy versus can be found [here](#).
2. On harassment and bullying at SBR: A generic procedure for dealing with complaints of harassment and bullying is available [here](#).
3. On my complaint dd 8 May: I note that almost one month has now past since my formal complaint to SBR. Yet, so far SBR has not formally acknowledged my complaint. It has not followed best practices on dealing with this complaint, and only communicated passively (after renewed inquiries from me). By all appearances, SBR seems to be over-protective of SST in a case concerning ongoing bullying by the club. Kindly address the detailed points raised in my complaint, and the corrections taken regarding the letter by SST and the level 3–4 offense(s) by SST!
4. On my complaint dd 24 May: Note that the generic procedure referenced in point 2 includes 'ignoring or excluding an individual, e.g. not allowing them to participate/contribute in meetings' as harassment/bullying. Mark being treated differently during SST's Galaday thus is yet another case on where SST continued to bully him. Also note that I repeatedly had to inquire about the whereabouts of Mark's certificates and souvenirs.

For your perusal, I've prepared a table of corrections, corrective actions and preventive actions on each issue for your consideration. (The texts in orange are proposals by me.) As you can see in the table below, SBR is taking significant steps to address the issues discussed. In various cases, it's merely formalizing the (complaint and harassment) procedures. Once again, I extend SBR the offer to assist in corrections and actions concerning the complaints and harassment procedures.

The actions proposed by SBR concerning my complaints are very promising, and my respect goes to your team for that. The main gap left concerns the corrections related to the complaints.

Issue	Corrections	Corrective actions	Preventive actions
Complaint procedure	Draft & finalise a complaint procedure	Quarterly review of complaints raised and closed (to be included in complaint procedure)	Annual review of complaint procedure (to be included in procedure)

Harassment procedure (incl. bullying)	Draft & finalise a harassment procedure & Include harassment safeguards in complaint procedure	Quarterly reviews (Principals, POM, etc) on bullying (to be included in harassment procedure)	Awareness raising among staff, parents and students
Complaint dd 8 May (systematic bullying at/by SST)	Formal acknowledgement to BWA & Rectification of falsehoods in SST letter dd 3 May & Suspension of SST (pro-forma) & Formal reply on status to BWA	Vice-Principals to chair SBR clubs & SBR clubs to prepare curriculum of activities	Awareness raising among staff, parents and students
Complaint dd 24 May (singling out Mark during SST Galaday)	Formal acknowledgment to BWA (incl estimated timeline)	Timely review of the complaint, based on hard evidence and interviews from SST and BWA (estimated at 2 weeks)	T.B.D.

Salak manis,

Bart

On 6/2/17 4:44 PM, Henny Anggraeni wrote:

Dear Mr. Bart,

I would apologize for the late reply and response from your email last week. There are many preparation we do for the final exam and end of year reports. After reading your inputs/comments of the meeting, there are things that we would clarify. I will send you the details next week :) Thank you for your understanding.

Kind Regards,
Henny Anggraeni

Henny Anggraeni
*Primary Principal
Sekolah Bogor Raya
Bogor - West Java*

On Thu, May 25, 2017 at 2:09 PM, Bart W van Assen <bart@auditor.id> wrote:
Ibu Siska, Ibu Henny, and Ibu Lintang yth,

Once again, thank you very much for your time yesterday to discuss my complaint in more detail. Please find below my notes on the meeting for your inputs/comments. If there are any major errors in my notes, please correct these before next week Friday (May 2nd).

Overall, I was happy that we see eye to eye on the topics discussed and we are primed to support each other through the steps ahead.

Have a great weekend and fabulous start of the fasting season. Please don't hesitate to contact me if I can assist or clarify.

Warm regards,

Bart

"When adults respond quickly and consistently to bullying behavior, they send the message that it is not acceptable. Research shows this can stop bullying behavior over time. There are simple steps adults can take to stop bullying on the spot and keep kids safe." ([link](#))

Notes on Meeting re Complaint

Date: 24 May 2017

Time: 14:15–15:30 hours (approximate)

Place: Meeting Room A, Sekolah Bogor Raya

Participants: Mrs Siska (SBR), Mrs Henny (SBR), Mrs Lintang (SBR), Mr Bart (BWA)
(Mr Adam excused himself but delegated his responsibilities to Mrs Siska and Mrs Henny)

Agenda

1. SBR Complaints Procedure
2. Bullying & Whistleblowing at SBR
3. Complaint dd 8 May 2017
4. Additional Complaint

1. SBR Complaints Procedure

We agreed that whereas SBR has a rough outline in place for a policy, an adequate complaints procedure is not (yet) in place. This explains to some extent SBR's confusion about this procedure and mistakes made in handling the complaint discussed under point 3. SBR is aware it needs to develop procedures and protocols concerning communicating with the complainant, and guidance for meetings (including the presence and absence of the Academic Advisor during these meetings).

SBR was also aware that it needs to improve internal communications, as too many "coincidences" and contradicting response from different employees put SBR in a bad spotlight. The lack of transparency and conflicting statements now exacerbates suspicions by complainants.

2. Bullying & Whistle-blowing at SBR

SBR agreed with the definition of bullying as follows: use superior strength or influence to intimidate (someone). It is also agreed that additional safeguards for bullying and complaints concerning bullying (whistle-blowing) are necessary (for instance, through a School Safety Committee and clear guidance; see also www.stopbullying.gov). In particular, the pressure by the Academic Advisor to allow members of SST Committee to join this meeting (the relevant emails have been shared with all attendees) is a serious breach of protocol/procedure on bullying and related complaints. SBR agreed to review the past mistakes in this case, and identify corrections, corrective actions and preventive actions.

3. Complaint dd 8 May 2017

SBR is aware that this complaint does not concern individuals (neither parents nor players, neither coaches nor school representatives) but SST as an organization. We agree that there is a staunch culture of bullying within SST, and that SST is either unwilling or unable to address this culture. SBR is now also aware that, regarding this complaint, SST has the right to retort but not the right to speak at a meeting with the complainant. In this particular case, where the issue at hand is repeated bullying by SST (both the Committee and the players as a group), SBR must put in place various safeguards to protect the complainant from additional bullying.

SBR realizes that it has mishandled the complaint so far, and agreed to take a more pro-active response through a formal acknowledgement of this complaint and detailed steps on how to address it in an expedient way. It neither required additional clarification regarding the evidence provided in the complaint, nor challenged the conclusions in it.

(BWA re-confirmed that SST's Committee did not intervene when Praveen Uppal was bullied during a meeting with the Committee, effectively condoning bullying; see also point 1 in the complaint.)

Concerning the complaint, BWA agrees that SBR is on the right track with the corrective actions and preventive actions proposed; among others a code of conduct to be signed by SST Committee (and other school clubs) and the players' parents (not the players themselves as suggested in Mr Adam's email dd 15 May). However, BWA stressed that corrections (fixing past mistakes) is an integral part of the process. For instance, as SBR agreed that the letter sent by SST dd 3 May contains numerous false statements this letter needs to be rectified. Also, SBR will need to step to the plate and rule appropriately on the Level 3-4 Offense by SST: suspension or expulsion. (BWA suggested that a pro-forma suspension over the summer vacation may be adequate.)

4. Additional Complaint

BWA raised a new complaint, concerning Mark being singled out once more during SST' Galaday last Saturday. Whereas certificates and team photo's were distributed to various U10 players, Mark did not receive these. Instead, Mark was "given" (one coach somewhat uncomfortably gave it to Mr Bart) a backpack, whereas significantly different backpacks were ready but not given to all other U10 players. Numerous contradicting excuses were made following this, and clearly SST was extremely nervous and tried to hide something. Obviously, SST is aware of my complaint and reacting in an adolescent way to Mark. SBR agreed to investigate and inform BWA on the issue at hand in due time.

On 5/25/17 7:44 AM, Henny Anggraeni wrote:

Dear Mr. Bart,

It is received, thank you very much.

I would like to say thank you also for making your time yesterday to meet us. We will update you some following actions that we have done in responding your complaints. Thank you and have a nice day

Kind Regards,

Henny Anggraeni

On May 25, 2017 07:25, "Bart W van Assen" <bart@auditor.id> wrote:

Bu Henny, Bu Siska and Bu Lintang,

As promised, please find below the complete email discussion with Mr Adam on my complaint. The print-out yesterday did not include the last 2-3 messages.

Warm regards,

Bart

----- Forwarded Message -----

Subject: Re: Complaint: repeated and ongoing foul language and bullying at SST

Date: Wed, 24 May 2017 05:31:12 +0000

From: Adam Marra <adam_m@sekolahbogoraya.com>

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.

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Bart W van Assen | Compliance Coach & Auditor
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 Bart W van Assen

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all typos are blamed on the left one!*

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 **Bart W van Assen**

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