

**Subject:** Final clarification of points and actions taken by SBR

**From:** Henny Anggraeni <henny\_a@sekolahbogorraya.com>

**Date:** 6/6/17, 3:29 PM

**To:** Bart W van Assen <bart@auditor.id>

**CC:** Eka Wulanjari <eka\_w@sekolahbogorraya.com>, Fransisca Wahyu Ari Susilawati <siska@sekolahbogorraya.com>, Lintang Ardiana <lintang\_a@sekolahbogorraya.com>, Adam Mara <adam\_m@sekolahbogorraya.com>

Dear Mr Bart,

Firstly, I would like to say thank you for your ongoing concerns regarding Sekolah Bogor Raya and the conflict and issues that you have experienced with the SST. We have done a great deal since you first brought up your concerns. There have been numerous meetings with school leaders, committee members of the SST and parents from the SST. The school has digested the complaint, followed our current procedures and taken appropriate action. We feel we have done our very best to not only listen but act on your complaint.

Thank you for sending us your notes and opinions regarding our last meeting. Concerning your input regarding ideas for school policy. We will investigate your suggestions but can not allow parents the right to design school policies. If we see something that we consider to be a good idea by all means we will look at investigating it and possibly implementing it.

We would like to clarify some of the points that you have put in your notes for the Meeting Regarding Our Complaint Procedure.

#### **Notes on Meeting re Complaint**

**Date:** 24 May 2017

**Time:** 14:15-15:30 hours (approximate)

**Place:** Meeting Room A, Sekolah Bogor Raya

**Participants:** Ms Siska (SBR), Ms Henny (SBR), Ms Lintang (SBR), Mr Bart (BWA)

#### **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.*

#### **Clarification:**

SBR has a written policy regarding complaints and their resolution in the Student-Parent Handbook. Regarding the complaint that has been written by a complainant on May 8 through email, the complaint has been replied and responded on the same day as the statement: *"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”.*

Responding the complaints, we did some investigations by arranging meetings with SST team to clarify some concerns stated in the complaints and came up with the idea of having a code of conduct for players for next years SST players to try and rectify the situation.

## **2. Bullying and Whistleblowing 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](http://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.*

### **Clarification:**

Bullying is not tolerated in SBR. We are aware of our responsibility to safeguard and promote the welfare of every pupil, both physically and emotionally, inside and wherever possible outside the school. Both the teaching staff and management take the well being of our students very seriously. These same dedicated members of the faculty are there to communicate and support anyone who wishes to discuss issues. The school always strives to listen to, respond and take action when a complaint is made.

We appreciate the presence of any adult who have made a good faith a report of any concern about school practices or the behavior which are likely to put pupils at risk of abuse (whistle blowing). The whistle blower will be supported and allowed to take part in communication between parties as long as school policy allow it.

No serious breach of complaints protocol was made by SBR. After having meetings with both the Academic Advisor and the SST it is clear that the SST still wanted two members to attend the meeting due to both having important information to add to the discussion. The Academic Advisor was simply passing on the message from the SST who refused to be told that if two members were to attend both could not openly communicate during said meeting. The SST were more than willing to discuss the issue and try and solve this issue once and for all. Unfortunately the SST withdrew from the meeting due to the conditions specified by BWA.

All meetings at SBR are conducted in a fair and open way. We don't allow intimidation or individuals to dictate or control a meeting more than other parties. We do our best to try and use open communication to solve problems. This usually leads to a solution being found to the issue at hand.

## **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 agreed 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.)*

**Clarification:**

SBR recognizes that there has been conflict between the SST and both Mr Bart and Mr Praveen. The school has been able to talk to all parties involved and is in the process of taking action to ensure that situations like this to not reoccur in the future.

SBR can never and will never allow a meeting to take place in which one party may retort but not speak. The school arranges meetings to allow parties to communicate openly and open communication is not possible if one party is allowed to dictate the conditions under which the meeting takes place effectively gagging participants.

We agree character development is a shared responsibility between all members of SBR Community. It includes all clubs in SBR. SST is one of three clubs in SBR. Any complaints regarding the clubs (including SST) to SBR will be reported and handled by Principal and Vice Principal Students Affair. The level of offenses stated in Student-Parents Handbook is for SBR students (not for parents). We strongly suggest the parents will resolve any conflicts and disagreement happen between them outside the school area. Concerning the complaints about SST, SBR is developing a code of conduct to be signed by all members of clubs committee and also parents and players.

Regarding the letter written by the SST and had many points Mr Bart disagreed with. The two parties have very different opinions regarding the facts surrounding this letter. Due to both sides being unable to sit down and have an open meeting to discuss these points no editing of the letter and the points which are a source of contention will be possible.

**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*

**Clarification:**

Regarding a new complaint about what happened to Mark during the SST Gala Day on May 20 has been checked by SBR to SST. It seems there were misunderstandings on the day but there was no ill intent by the SST towards Mark or Bro.

Through this letter I would like to inform you that Sekolah Bogor Raya considers this case closed and will not be facilitating future meeting to discuss this particular topic. I would like to thank again for your advice and we will endeavor to continually reflect on and improve our current practices.

Kind Regards,

**Henny Anggraeni**

*Primary Principal*

*Sekolah Bogor Raya*

*Bogor – West Java*

CC.:

The Head of Yayasan

Academic Advisor

HR Head Manager

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