

STANDARD OPERATING PROCEDURE FOR THE ONLINE COMPLAINT HANDLING MECHANISM “CEK SEKOLAH KU”

BACKGROUND INFORMATION

The recent increase in education budget allocation, which amounted to 20% of the development budget, has been utilized to improve the school facility and teacher's welfare rather than improving education quality. In addition to School Rehabilitation program, the government has provided a School Operational Grant (*Bantuan Operasional Sekolah/BOS*) to support the 9-Year Compulsory Education program. Both programs were successful in reducing dropout rate (increasing the Gross Enrollment Rate/APK and Net Enrollment Rate/APM) and illiteracy rate.

During the decentralization era, education funds were directly distributed to the schools in the form of School Operational Grant (BOS), while funds from the Provincial and City/District Regional Budget were distributed through free education programs, free subsidy programs, and other similar programs, along with the Special Allocation Fund (*Dana Alokasi Khusus/DAK*) and Regional Infrastructure Fund (*Dana Infrastruktur Daerah/DID*), which led to corruption practices in regional level as well as in national level.

The non-optimized role and function of the School Committee, who was supposed to monitor school processes, had caused various problems in school, such as the rise of illegal levies imposed by schools to parents. These problems can be addressed by disclosing school information publicly, such as the School Budget and Work Plan (*Rencana Kerja dan Anggaran Sekolah/RKAS*) and School Accountability Report (*Laporan Pertanggungjawaban/LPJ*), to keep the public informed and allows for gap analysis.

During the reformation era, corruption practices in education sector still took place in the form of misappropriation of education funds (BOS, BOP, and DAK) for the interest of budgeting and relevant officials, in collaboration with school and local education officers, along with business partners as their operators.

The above problems were mainly caused by ineffective controlling function, as the current practice relied only on internal controlling, while public control function is very limited. Thus, it is very important for the community and media to actively participate in raising awareness to the public, encouraging them to assist in the monitoring of educational processes.

OBJECTIVES

- To increase the awareness and participation of general public, students, parents, and teachers, encouraging them to be actively involved in community-based monitoring process in educational activities.
- To develop student's critical attitude in the school monitoring process through databases and websites.

TERMS/DEFINITION

1. Informant is an individual, community groups, or legal entity who make a complaint of any fraud, violation, and misuse of school's funds.
2. Suspect is an individual, group, or service provider suspected of conducting fraud, violations, and misuse of school's fund.
3. Reporting procedures are all reporting steps, starting from receiving a complaint to the time when the report is resolved.

4. Verification is the step in which the formal requirements of the complaint are verified.
5. Disposition is the step in which the complaint is forwarded to the suspect to be followed-up.
6. Mediation is a peaceful settlement effort between the informant and the suspect, facilitated by CEK SEKOLAH KU.
7. Recommendation is the conclusions, opinions, and suggestions compiled by CEK SEKOLAH KU based on the team's assessment, to be distributed to relevant parties in order to improve the quality of public service.

GENERAL PRINCIPLES

1. All receiving, verification, and resolution of complaints in CEK SEKOLAH KU are free-of-charge.
2. In dealing with public complaints, CEK SEKOLAH KU shall comply with UUD 1945, applicable laws and regulations, and general principle of good governance.
3. In dealing with complaints, CEK SEKOLAH KU shall listen and consider the opinion of all parties.
4. The members of CEK SEKOLAH KU are prohibited to deal with complaints that contain or may give rise to a conflict of interest with themselves.

COMPLAINT PROCEDURES

1. CEK SEKOLAH KU receive a complaint from an individual, group, or legal entity, as a public service object, delivered in person or via SMS, email, website, or complaint form. In addition, CEK SEKOLAH KU may receive a report from a representative of the informant, by producing a proper power of attorney letter, in the event that the informant is unable to submit the complaint directly.
2. CEK SEKOLAH KU will consider the request of the informant who would prefer anonymity.
3. All complaints submitted through the website, complaint form, SMS, email, or courier service will be followed-up after the informant complete the formal requirement as follows:
 - a. Informant's identity, which includes full name, full address, profile, and phone number.
 - b. Brief description of the complaint, which includes the incident, action, omission, or decision to be reported.
 - c. Place and time of the submission of the complaint.
4. All complaints shall fulfill material requirements as follows:
 - a. The complaint is reported no later than 3 (three) months after the incident.
 - b. The complaint is not or has not been an object of examination of law enforcement agencies (police force, prosecutor, and court).
 - c. The complaint is not currently in the process of settlement by the reported institution based on its internal mechanism, unless there is a strong suspicion that the settlement process violates good governance principles.
 - d. The complaint is in the authority of CEK SEKOLAH KU.
5. Follow-up actions on complaint
 - a. Dealing with complaint is inseparable with the verification, clarification/confirmation, and mediation process of the complaint.
 - b. The complaint received by CEK SEKOLAH KU shall be immediately addressed and a decision will be communicated to the informant no later

than 5 (five) days from the submission of the complaint and/or the decision made.

- c. The decision referred above is the result of the first phase of verification, on whether the complaint is worth to be followed-up.
- d. All complaints deemed worth to be followed-up will be forwarded to the suspect for further action.
- e. The suspect receive complaint notification from CEK SEKOLAH KU and will formulate a follow-up action within 10 days.
- f. Subsequently, the results will be delivered to the informant and uploaded to the website as a progress report to the public.
- g. If there is a further complaint after the result was received by the informant, CEK SEKOLAH KU will bring together both informant and suspect in a monthly public consultation meeting.
- h. All results from the mediation and final results of complaint resolution will be delivered to the suspect for follow-up resolution action.
- i. All complaint resolution which allegedly show a violation in administrative or criminal offenses will be submitted to the Education Department to be followed-up, except for those suspected of criminal offence may be directly submitted to law enforcement agency.
- j. The complaint will be declared as resolved if there is no more follow-up action for the complaint in CEK SEKOLAH KU, or if there is a follow-up action from the suspect but the informant did not respond within 10 days.

FLOWCHART FOR COMPLAINT HANDLING IN CEK SEKOLAH KU

