The Hutchins School is committed to providing an effective mechanism for dispute resolution for international students. 

Note: A student may, at any stage of this process nominate an independent person to be in attendance at meetings or to discuss matters on their behalf.

**Recommended Process for Resolving Grievances**

1. **Can you resolve the situation yourself?**
   - No
   - Speak informally to the person concerned
     - Resolved

   **Unresolved**

2. **You should contact or ask your parents to contact:**
   - Director of International Marketing
   - Director of Boarding
   - ELC/JS: Class teacher
   - MS: Tutor
   - SS: Tutor
   - School Counsellor
   - School Chaplain
     - Resolved

   **Unresolved**

3. **Contact:**
   - JS: Asst Head of School
   - MS: Year Head
   - SS: House Head
     - Resolved

   **Unresolved**

4. **Contact:**
   - Relevant Head of School
     - Resolved

   **Unresolved**

5. **Contact:**
   - Deputy Principal
     - Resolved

   **Unresolved**

6. **Appeal to Principal**
   - Independent Nominee: Mr Tim Waley
     - Principal of Fahan School
   - Unresolved

**NOTE:** In the event of a formal complaint or appeal process the Complainant or Appellant will be provided with a written statement of the outcome including details of the reasons for the outcome.