The Hutchins School is committed to providing effective mechanisms for dispute resolution for its employees, students, parents of the School and other bodies associated with the School and its functions.

Advice on how to proceed can be obtained from Faculty Heads, Heads of House, Year Heads or Contact Officers.

A complainant may proceed straight to a formal complaint at any stage if the issue is sufficiently serious or is not resolved to the satisfaction of the aggrieved person.

* A formal Grievance Form must be given in writing to the Deputy Principal. 

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**Process Diagram:**

1. Can you resolve the situation yourself?
   - Yes: Resolved
   - No: Unresolved

2. Unresolved
   - Contact a trusted colleague or:
     - Supervisor
     - Faculty Head
     - House Head or Year Head
     - JS/ELC Deputy Head
     - Consultative Committee member/TISTA Rep (whichever is appropriate)
     - Contact Officer

3. Unresolved
   - Contact: Head of School

4. Unresolved
   - Deputy Principal will convene Grievance Committee

5. Unresolved
   - At this point, the formal process must be followed

6. Resolved

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**Questions:**

- Can you resolve the situation yourself?
- Does this complaint relate to harassment or bullying?
  - Yes: Go to the Harassment and Bullying Guidelines
  - No: Unresolved

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**Actions:**

- Speak informally to the person concerned
- Your colleague will give advice on where to obtain more information or, if appropriate, arrange a meeting with parties involved
- Other party will be informed of the grievance
- If both parties agree, mediation by the School’s trained mediator may be requested
- Appeal to Principal, who will make final decision

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**Flowchart:**

- **Resolved**
- **Unresolved**
- **Contact:**
  - Head of School
  - Faculty Head
  - House Head or Year Head
  - JS/ELC Deputy Head
  - Consultative Committee member/TISTA Rep
  - Contact Officer
- **Deputy Principal**
- **Appeal**