

# POSITIVE PROBLEM SOLVING

Parents, educators, and community members share the same goal: to give students the best education possible. We all work together to make our schools safe, positive, and respectful places for each child to learn. There are times, however, when we may have different ideas about the way things could be done, and concerns could arise.

Hanover School Division supports a collaborative approach to resolving concerns or complaints. If you or your child is having a problem with school, it is important that we work together to solve it as quickly and fairly as possible. We set positive examples for children when we solve our problems respectfully and cooperatively. We also work toward building good, strong relationships among home, school, and community.

The problem-solving steps listed below follow HSD Board policy and the recommended protocol of Manitoba Education.

## 1 TALK TO THE PERSON INVOLVED

The most important thing to do when you or your child is having a problem at school is to talk with the person who is most directly involved and most likely to be able to solve it with you. Speak with the teacher first.



## 2 CONTACT THE PRINCIPAL

Contact the school principal if talking to your child's teacher does not sufficiently resolve your concern.



## 3 CONTACT THE SUPERINTENDENT'S OFFICE

If you have talked to the school principal, but the issue has not been resolved over a period of time, contact the Superintendent's Office at 204-326-6471.



## 4 SUBMIT AN APPEAL

If you disagree with the decision of the Superintendent's Office, you can submit an appeal to the Board of Trustees.



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