



**Policy: Positive Problem Solving Policy**  
**Policy Number: AL**  
**Policy Type: Foundations & Governance**

**Policy**

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.

Hanover School Division supports a collaborative approach to resolving concerns or complaints. We follow a four-step progressive approach to ensuring that concerns are addressed appropriately.

**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. Please refer to Policy BD - Board Operations and Procedural By-Laws, Guideline # 16 - Procedures for Delegations Wishing to Appear Before the Board on the steps required to submit this appeal.

We all work together to make our schools safe, positive, and respectful places for each child to learn.

Date Policy Created	June 2, 2026
Date of last Review:	
Reference(s):	<ul style="list-style-type: none"><li>• Positive Problem Solving Matrix</li><li>• Policy BD - Board Operations and Procedural By-Laws</li></ul>
Related Forms:	