

Master Process Owner: Deputy Superintendent of Strategy and Innovation
Process Owner: Student Welfare and Social Services Director

Objective:

To ensure relevant communication is accurate and timely so that those of appropriate authority may take action accordingly to maximize Student Welfare efficiencies and effectiveness while minimizing any student, parent, and/or district consequences.

Scope:

This management procedure applies to the Student Welfare Department of the Huntsville City Schools as well as any HCS employee who engage with students of the District.

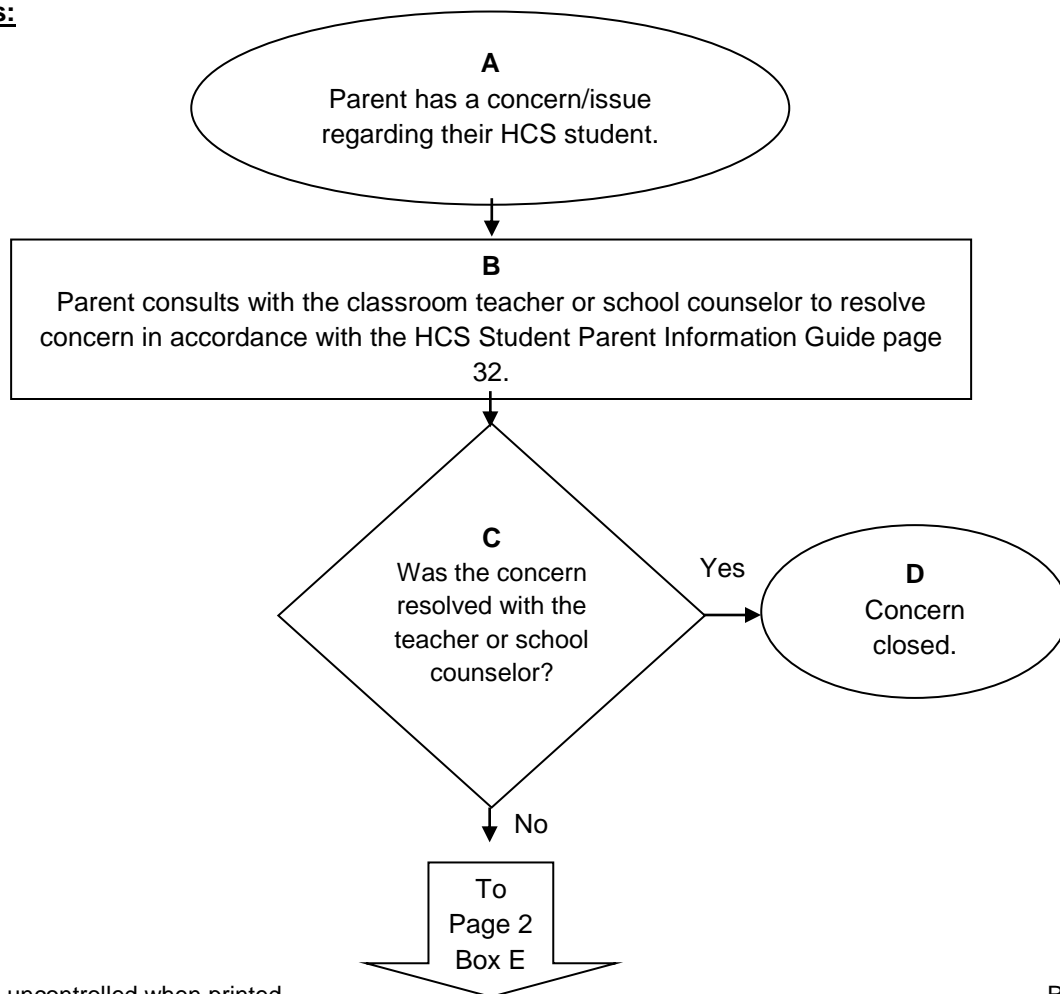
Risks:

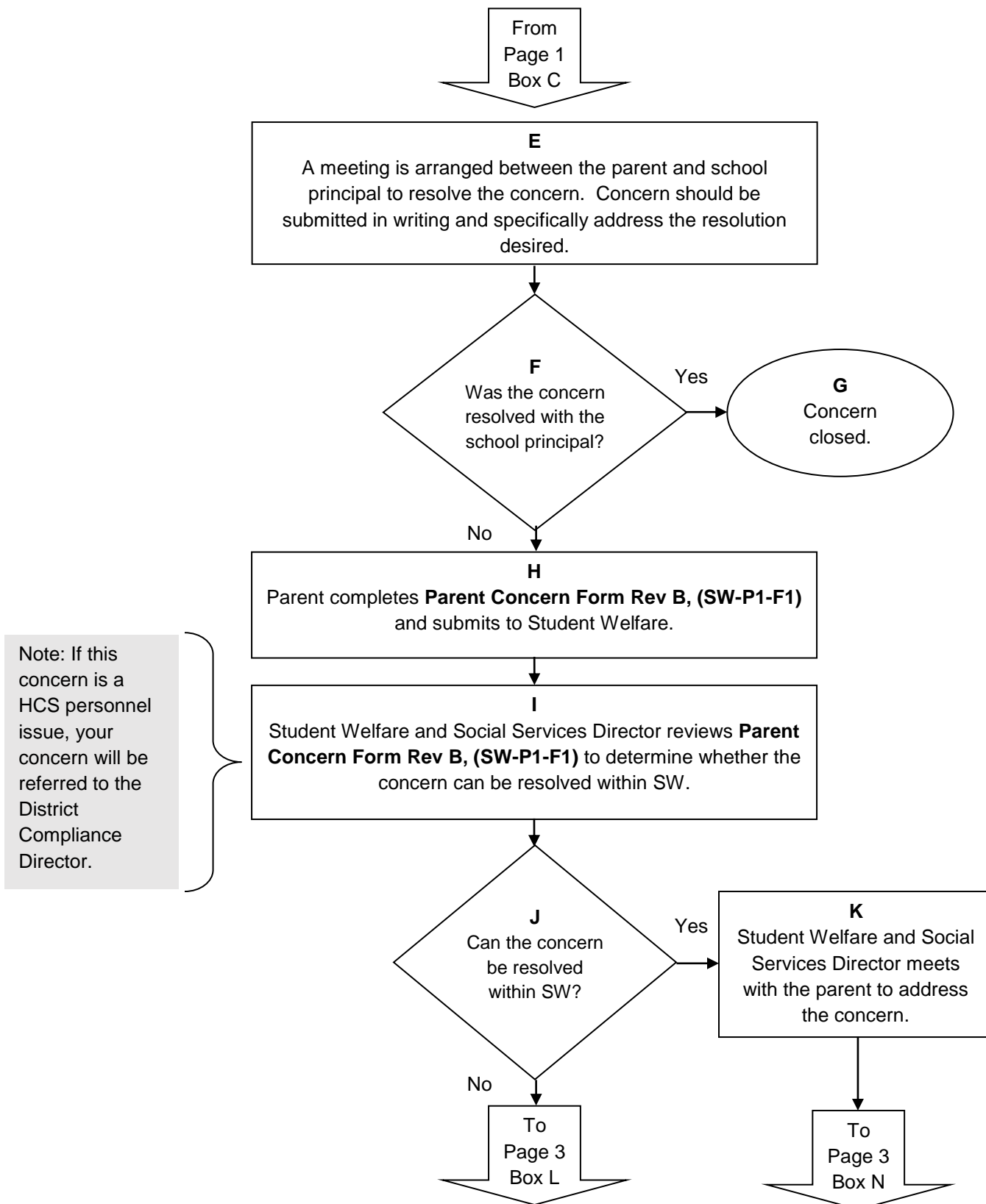
A breakdown in Student Welfare's communication procedures could create confusion within the department and District, which may require unanticipated resources to correct, thus becoming less efficient and effective.

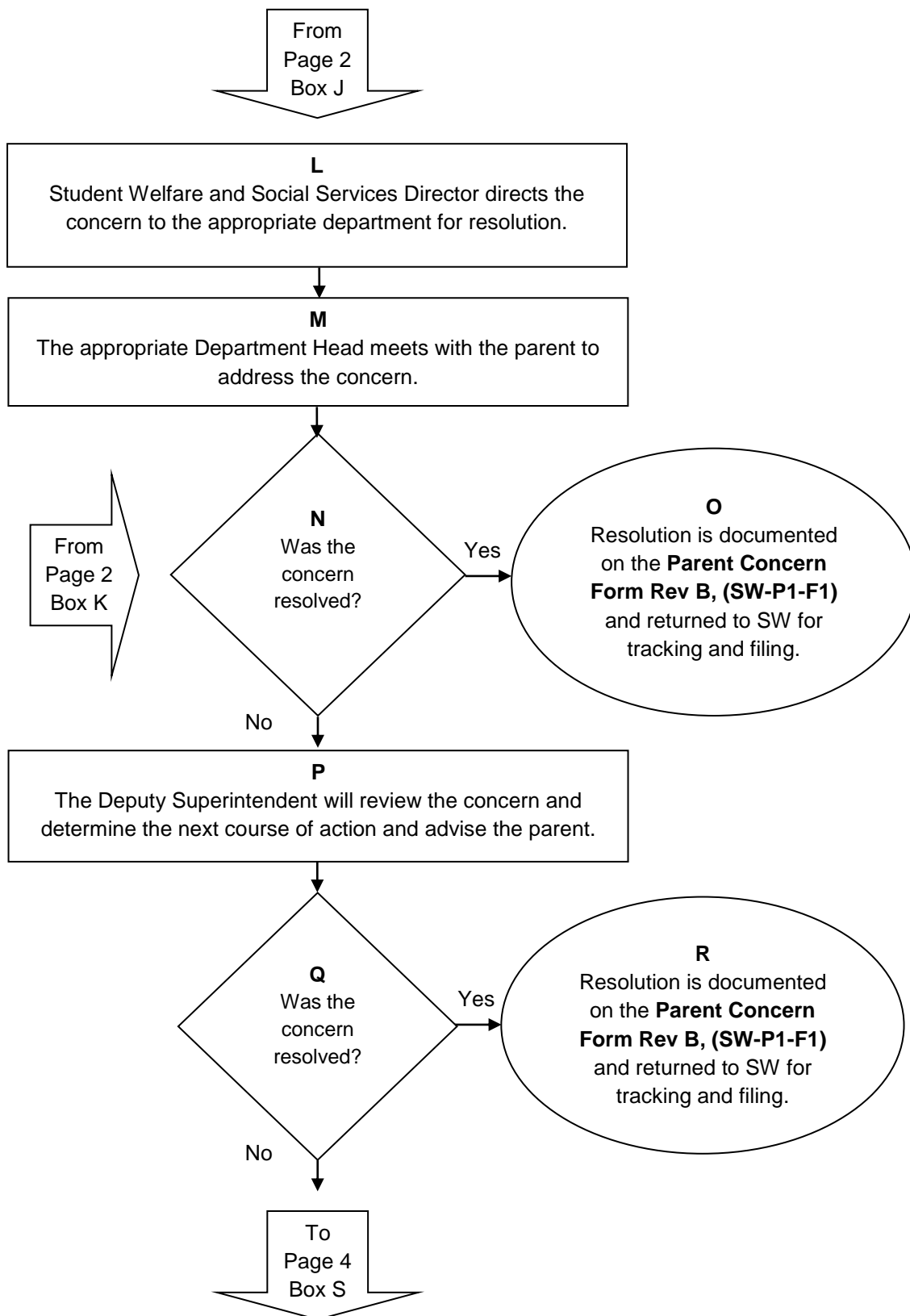
Definitions:

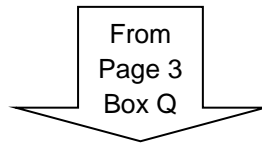
- HCS Huntsville City School System
- SW Student Welfare

Procedure Steps:









S
The Superintendent will address the concern and advise the parent of next course of action to resolve.

T
Resolution is documented on the **Parent Concern Form Rev B, (SW-P1-F1)** and returned to SW for tracking and filing.