**RECORD OF TELEPHONE CALLS REPORTING ABSENCE**

**<insert school name>**

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| **Name of caller** |  |
| **Date and time of call** |  |
| **GUIDANCE FOR THOSE RECEIVING CALLS*** Express concern
* Ask how long they are likely to be off?
* Will they be seeking medical assistance?
* What is the reason for their absence?
* Clarify if absence will be paid/unpaid or need to be referred to someone else for authorisation.
* Clarify if the caller needs to speak with someone else (eg line manager).
* If absence is due to an accident at work, check if they completed an accident form? *Follow up.*
* If they will be absent for
	+ 7 days or more, or
	+ It’s the first or last day of term, or
	+ It’s the day before or after a period of other agreed leave, or
	+ It’s during their notice period, or
	+ They have previously advised to produce GP certificates for every absence

then remind the caller that a fit for work certificate from their GP is required by the school .* Confirm when they need to call back (according to local arrangements) and who they need to speak to
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| **BRIEF NOTE OF DISCUSSION**Signed: (person taking call) |
| **ACTIONS** |