**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 | |
| **BRIEF NOTE OF DISCUSSION**  Signed: (person taking call) | |
| **ACTIONS** | |