**Communication - To Parents of Pilot School**

Education Services is looking to improve the way parents and carers inform schools that their child will be absent. Our school, All Saints Secondary has been selected to participate in the pilot of a dedicated pupil absence reporting telephone line. This is an opportunity for our school to get involved, and also to make sure you receive the appropriate support when you report your child’s absence.

**Pupil Absence Reporting Line**

From Monday 26 January 2015, you should call the pupil absence reporting team on;

**0141 287 0039** to report your child is going to be absent from school. The benefit of the telephone line is that it is open every school day from 8am. You should call the absence reporting line the morning of the first day of your child’s absence.

Parents and carers should phone the line to report the following absences:

* **Sickness absence:** if the absence lasts more than one day, you are also required to call on subsequent days to provide an update. A letter should also be provided to the school when your child returns from their absence.
* **Medical or Dental Appointments:** You should contact this line to report absences for medical or dental appointments. The school requires a letter or appointment card in advance of the appointment to ensure permission is given to be absent from class.

Information you provide to the pupil absence reporting team is updated in the school’s system at the time the call is taken, so that the school will be fully aware of all absence information.

**Types of absences you should report directly to the school**

To make sure you are provided with and receive the appropriate support, you should contact the school directly to report absences of a sensitive or personal nature, for example:

* Bereavement
* Serious illness, for example, an absence which is going to last more than one week
* Injury, for example, broken limb
* Contagious diseases or illness

**Feedback on the service**

We value your feedback and to ensure that the service meets your needs, during the pilot we will ask you for feedback about the new absence reporting line and the service you have received, we welcome any comments you have.

Reminder: From 26 January 2015 please contact **0141 287 0039** to report your child’s absence.