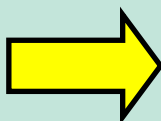# Primrose Hill
Primary School

Attendance Protocol Flowchart

Day 1 of absence:

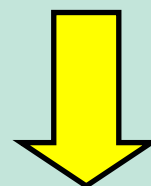Lyra to send Absence text (unless vulnerable or persistent absentee, the call ASAP)

According to our Register #NAME is not in school today. Would you please call with the reason for this absence outlining symptoms clearly.

Day 2 of absence
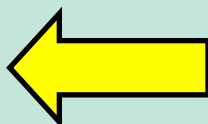
Lyra/Mandy to call and send absence text

Hi there, it's XXX from Primrose Hill. Just checking in that everything is okay as XXX hasn't been marked in the register.

Day 4 of absence

Mandy/Lyra to call contact #1, if no answer, then call contact 2.

Hello, we've been trying to talk to someone about #NAME's absence this week, but we've had no answer, please call us back when you can so we can support you.

Day 3 of absence:

Lyra/Mandy to call, Lyra to send 'Protocol' text if no answer.

Hi, we have been trying to contact you about #NAME's absence this week. Please call the school to have a chat with us about this. Thanks, Lyra & Mandy

Day 5 of absence:

Lyra/Mandy to call, if no answer, 'Urgent Contact' text and home visit.

We haven't heard from you about #NAME all week. The situation is now extremely urgent and could result in a home visit. Please call us on 0207 722 8500.