UNEXPLAINED PUPIL ABSENCE

Trimley St Mary Primary School | Staff escalation guide

9:00–9:15 AM | Registration

Register taken at 9:00am; closes at 9:15am. Parents should report absence by 9:15am via telephone or ParentMail.

DAY 1 | First-day contact

If no explanation is received, office staff phone parents/carers (including work numbers) and/or email. Try ALL listed emergency contacts. Establish the child's whereabouts and welfare.

DAY 2 | Home visit

If satisfactory contact has not been made and whereabouts/welfare remain unconfirmed, TWO staff undertake a home visit. Inform the DSL promptly of the outcome.

DAY 3 | Continue and review

Continue contact attempts with parents/carers and emergency contacts. DSL reviews previous attempts and visit; decides whether further welfare checks or agency involvement are needed.

DAY 4 | Further action

If still unconfirmed, undertake a further home visit where appropriate. DSL reviews and considers further enquiries or referrals. Do not delay external advice where needed.

AT ANY POINT | SAFEGUARDING OVERRIDES THE TIMELINE

Immediately inform the DSL of welfare concerns. Refer to Children's Social Care without delay if significant harm is suspected; call 999 for immediate danger.

RECORD EVERY ACTION

Log calls, emails, emergency contact attempts, visits, concerns, decisions and outcomes.

Based on Attendance/Absence Policy (approved September 2026), section 5, pp. 8–9.