

ABSENCE MANAGEMENT

Telephone Proforma for recording Absence

When a member of staff calls to report they will not be attending work due to sickness, use the following checklist as a guide to ensuring a consistent, structured and supportive response is recorded for every member of staff:

Employee..... Dept.....

Date of call..... Time of call.....

Call taken by.....

Process		Notes
1	Establish the reason for their absence.	
2	Establish when the sickness began.	
3	Establish the likely duration of the absence.	
4	If sickness is likely to require further attention, ask if they have sought further medical attention via either a GP or hospital. - If further medical attention has been sought, establish details of this. - If further medical attention is yet to be sought, ask them to call back once they have done so.	
5	Establish any work related issues that need to be addressed whilst they are absent. For example, any project deadlines or meetings they are due to attend and who can be nominated to action such issues.	
6	Establish arrangements for keeping in touch with them. - If the absence is likely to be short term, ask them to call tomorrow to provide an update. - Obtain an appropriate contact telephone number if one has not already been established.	

Line Manager Name.....

Signed.....