SOP: Communication Protocols for Reporting Absences to Parents/Guardians

This SOP establishes **communication protocols for reporting absences to parents/guardians**, detailing the steps for timely and accurate notification of student absences. It includes guidelines for initial absence reporting, follow-up communication methods, documentation requirements, and the roles and responsibilities of school staff. The purpose is to ensure clear, consistent, and effective communication between the school and families to support student attendance and well-being.

1. Scope

This SOP applies to all school staff responsible for managing and communicating student absences, including teachers, attendance officers, and administrative personnel.

2. Definitions

Term	Definition
Absence	When a student is not present for a scheduled school session without prior notification or approval.
Parent/Guardian	The individual(s) legally responsible for the student.

3. Responsibilities

- **Teachers:** Mark attendance daily and report absences promptly to the attendance office.
- **Attendance Officer/Designated Staff:** Notify parents/guardians of absences and document all communications.
- **Administration:** Oversee SOP implementation and provide training as needed.

4. Procedures

4.1 Initial Absence Reporting

1. Teachers record student attendance by **9:00 AM** each school day.
2. Unexplained or unexcused absences are submitted to the attendance office by **9:15 AM**.

4.2 Parent/Guardian Notification

1. The attendance office will attempt initial contact by phone, SMS, or automated system by **10:00 AM**.
2. If no response is received, a follow-up email and/or a second phone call will be placed by **12:00 PM**.
3. All communications are documented in the attendance tracking system.

4.3 Follow-Up Communication

- If absence persists for **three consecutive days** without parent/guardian response, escalate to school administration for personalized outreach.
- In cases of chronic absenteeism, schedule a meeting with parents/guardians to address concerns and develop an attendance plan.

4.4 Documentation Requirements

- All contact attempts (including date, time, method, and outcome) must be recorded in the digital attendance system.
- Written/verbal communication logs are maintained for at least one academic year.

5. Communication Methods

Method	Usage

Phone Call	Primary for urgent or unexplained absences.
SMS/Text	Supplementary or when phone call is unsuccessful.
Email	For formal documentation or follow-up.
Letter	Only if digital/phone communications fail or for chronic cases.

6. Review and Training

- This SOP will be reviewed annually by school administration.
- Staff training on communication protocols will be held at the start of each school year.

7. References

- School Attendance Policy
- Student Records Management Guidelines
- Local Education Authority Requirements

8. Revision History

Version	Date	Description
1.0	2024-06-14	Initial SOP release