

12 January 2022

Dear parents and carers

An Issue with our Absence Calling System

The company we use for managing our absence calls has recently made alterations to their system creating some technological problems in the last day, which are beyond our control. The contractor has assured us that resolving this is a top priority.

A few of our parents with absent young people are receiving an abnormally high number of calls to try to ascertain the reason for their young person's absence. Calls are coming from the automated system of our contractor showing as a Sheffield number 0114 3034042. *If you see this number it is the automated system attempting to contact you because we need to know the reason for your young person's absence.*

In order to avoid this, as a reminder, **student absence should be reported before 8.30am.** Please call our main school number 01737 764356, select option 1, and provide the reason for your young person's absence.

If your young person is absent from school and you are receiving repeated calls from this Sheffield number, please email Mrs S Reynolds, our Attendance Officer, to let her know, with the reason for absence, and she will be able to manually cancel that.

Our apologies to those of you who have been inconvenienced in this way, we hope to see it resolved within a day or so.

Best wishes

[Mr M Lockhart](#)

Assistant Headteacher, Key Stage 4

