



September 2025

Dear Parent(s) and Carer(s)

Pupil Absence Reporting via Arbor Parent Portal

Whenever a pupil is absent from school, be that for illness, a medical appointment or other planned/unplanned absence, parents should be contacting the school as soon as possible to inform us that their child will not be in school.

To report a pupil absence, parents should log in to their Arbor Parent Portal app and follow the instructions below: -

1. Log in to your Arbor Parent Portal or App
2. Select Quick Actions
3. Attendance
4. Log absence
5. Complete the absence information
6. Submit

A notification of your child's absence will come through to the School Office and will be reviewed by the Attendance Officer for approval. If we require any further clarification, a member of the school admin team will contact you.

This process aims to streamline absence reporting for both parents and staff and avoid unnecessary phone calls and visits to the school office. Of course, if for any reason you are unable to report your child's absence through the app, you can still leave a message on the absence line: 01322 220 019 option 1 before 8.30am.

If you have any queries on using the absence reporting service via Arbor, please do not hesitate to contact debbie.parish@golden-thread.org.

Thank you in advance for your co-operation.

Kind regards,

West Hill Primary Academy