

# GUIDE TO REPORTING

## ONE-DAY ABSENCES

### ***HOW THE ABSCENCE IS REPORTED***

The child's absence **MUST** be reported by the parent via a **FREE** phone call

### ***WHEN***

The phone call to communicate the child's absence must be made **between 3:00 p.m.** on the day prior to the absence **and 9:00 a.m.** on the day of the child's absence.

The phone call is **free** and must be made **using the mobile phone number entered at the time of registration on the KEY REF portal**. If the number has changed or is no longer active, it must be communicated immediately to the School Meal Office of the Municipality of Anzio so that it can be corrected on the portal or you can change it independently from your profile by going to the mobile phone field and editing it. The change will be active for communication from the following day.

Parents can provide a second or third telephone number to the Municipality by e-mail [refezione.scolastica@comune.anzio.roma.it](mailto:refezione.scolastica@comune.anzio.roma.it) so that the absence can be reported from multiple telephone numbers.

The free numbers to call are several: **ATTENTION the phone numbers change if there are more children registered for the service:**

- First child                      **06 976 35 901**
- Second child:                **06 976 35 902**
- Third child:                 **06 976 35 903**
- Fourth child:               **06 976 35 904**

The order of the children is based on their birth date (1<sup>st</sup> oldest > 4<sup>th</sup> youngest – in the case of twins the order is alphabetical)

### ***CONFIRMATION OF ABSENCE REGISTRATION***

**An e-mail will confirm** whether or not the absence has been registered; please also check your SPAM folder.

### ***PROLONGED ABSENCES WITH PHONE CALLS***

If the child is absent for several consecutive days, the parent must call every morning after the first day of absence, by 9:00 a.m., using the same method described above.

For prolonged absences, it is preferable to use SMS.

### ***OBLIGATION TO REPORT ABSENCES***

- If the child's absence from school is not communicated within the specified time frame and in the specified manner, **the meal will automatically be reserved.**
- Once the meal has been reserved and prepared, it is also recorded on the electronic purse and parents are **obliged to pay for it.**
- **If parents forget to report the absence within the established time frame, the meal will be prepared and at this point it will no longer be possible to request a refund for the cost of the meal from the Municipality of Anzio.**
- **The same applies if the child leaves school before eating the meal, without prior notification.**
- **Absence must be reported even if the child is fully exempt from paying for the service.**

### ***INCORRECT REPORTS***

- 1) **Phone call outside the specified hours:** If the call is made **after 9:00 a.m.** and before 3:00 p.m. on the previous day, **parents will be notified by e-mail that meal cancellation is no longer possible.**
- 2) **Unregistered number:** If the phone call to report the absence is made from a number that was not registered when registering for the service, **parents will not receive the e-mail but will be notified by text message (feature active until 31/12/24)**, therefore it will not be possible to cancel the meal.

After this date, if the e-mail has not been received, it will be necessary to repeat the phone call until the e-mail is received; if the problem persists, parents will need to contact the municipal meal office to check the registered telephone number.

- 3) **Anonymous / hidden / unknown number:** If the phone call to report the absence is made from an anonymous / hidden / unknown number, it will not be possible to report the absence, and parents will not receive any confirmation or error messages or e-mails.