
Shiftbase Template

No-Call No-Show Policy



About this template

This template is for SME owners, managers, and HR professionals who need a clear no-call no-show policy that's straightforward to communicate and consistent to enforce.

Who it's for:

- Operations managers and business owners in hospitality, retail, and services
- Anyone currently handling no-call no-shows on a case-by-case basis with no written policy
- Teams that have had a no-call no-show incident and want to make sure it's handled correctly next time

How to use it (15-minute setup):

- Fill in the placeholders marked in [brackets]
- Choose your approach for the optional decisions (grace period, number of allowed incidents, disciplinary steps)
- Share it with your team and have each employee sign the acknowledgement form at the end
- Store signed copies — you'll need them if a dispute arises

What this template covers

Policy scope and definitions • Reporting requirements • Disciplinary steps • Job abandonment rules • Documentation guidance • Employee acknowledgement form • Manager incident log

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No-Call No-Show Policy

Company name	[Company name]
Policy owner	[Name / role]
Effective date	[Date]
Applies to	All employees (and contractors where applicable)

1. Purpose

This policy sets out what we expect when an employee cannot attend a scheduled shift and fails to notify us. Its purpose is to ensure consistent, fair treatment for everyone and to protect both the business and our employees.

2. Definitions

No-call no-show	An employee who is absent from a scheduled shift and has not contacted their manager or designated contact within [X] hours of the shift start time.
Unexcused absence	An absence that has not been approved in advance and is not covered by a legitimate reason (e.g. documented illness, family emergency).
Excused absence	An absence that was approved in advance, or where the employee contacted the company within the required timeframe with a valid reason.
Job abandonment	Where an employee is absent for [X] consecutive working days without contact. This may be treated as a resignation.

3. Reporting requirements

If you are unable to attend a scheduled shift, you must:

- Notify [name / role / team channel] as soon as you know you won't be in, and no later than [X] hours before your shift starts
- Use the preferred channel: [phone call / text / app message / email]
- Provide a brief reason and your expected return date or time if known
- If you are too unwell to contact us directly, ask someone to notify us on your behalf

Tip

Logging absences in your scheduling tool (rather than via WhatsApp or phone call alone) means the schedule updates immediately and gaps can be filled faster. Shiftbase does this automatically.

4. Disciplinary process

No-call no-show incidents will be handled consistently using the following steps. The number of incidents before each stage is a guide — serious or repeated incidents may move through steps faster.

Stage	Action
1st incident	Verbal warning. One-to-one conversation to explain the impact and clarify expectations. Document the conversation.
2nd incident	Written warning. Formal documentation placed on file. Employee signs to confirm they have received and understood the warning.
3rd incident	Final written warning or suspension, depending on circumstances. Further incidents may result in termination.
Termination	Where the pattern continues after a final warning, or where a single serious incident warrants it (e.g. job abandonment).

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Important: Each case will be considered on its own merits. We will always check whether there is a legitimate reason behind an absence before taking disciplinary action. If something serious happened — an accident, medical emergency, or family crisis — that context matters.

5. Job abandonment

If an employee is absent for [X] or more consecutive working days with no contact, we will consider this job abandonment. Before taking any action, we will:

- Attempt to contact the employee by phone and email
- Send a written notice to their registered address stating that we consider the absence to be job abandonment
- Allow [X] days for a response before proceeding

All communication should be documented and retained on file.

6. Documentation

Every no-call no-show incident should be recorded, regardless of whether formal disciplinary action is taken. Documentation protects both the employee and the business.

For each incident, record:

- Date and shift affected
- Whether the employee made contact at any point, and when
- The reason given (if any)
- Any supporting documentation provided (e.g. doctor's note)
- The disciplinary step taken and date
- Signatures where applicable

7. Consistency and fairness

This policy applies equally to all employees, regardless of role, tenure, or performance. Applying it inconsistently undermines it. Managers are expected to follow the same process for every incident and should never make exceptions without documented justification.

8. Support

If an employee is struggling with attendance due to health, personal circumstances, or workload, they are encouraged to speak to [manager / HR] before the situation escalates. We will explore reasonable support options where possible.

9. Legal compliance

This policy should be read alongside applicable employment law in your jurisdiction. If you are unsure whether your policy or disciplinary process is compliant, seek advice from an HR professional or employment solicitor before taking action.

Add-ons

Copy-paste tools to make the policy easier to run day-to-day.

Absence reporting message (for employees)

Share this with your team so they know exactly what to include when they're going to be absent.

Subject: Unable to attend shift — [Your name] — [Date]
Name:
Shift date and time:
Reason (brief):
Expected return / duration of absence:
Anything urgent to hand over:

Manager incident log

Use this to record each no-call no-show incident. Keep one log per employee.

Date	Shift affected	Reason given	Action taken	Signed off by

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Manager checklist: when a no-call no-show happens

Work through this immediately after the incident.

- Confirm the employee is not on approved leave or a schedule change
- Attempt to contact the employee directly (phone, then message)
- Arrange cover for the shift
- Log the incident in the incident log above
- Once contact is made: gather reason and any supporting documentation
- Hold a one-to-one with the employee on their return
- Apply the appropriate disciplinary step per the policy
- File all documentation (conversation notes, warnings, evidence)

Employee acknowledgement form

To be signed by each employee and kept on file. This confirms they have received, read, and understood the no-call no-show policy.

Employee name	
Job title	
Date	
Employee signature	
Manager signature	

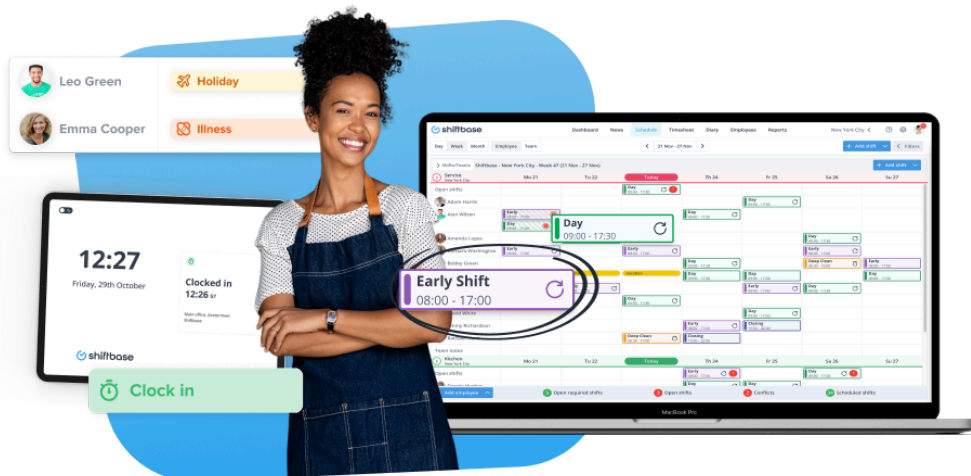
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