



Safeguarding

Threemilestone School is committed to safeguarding and promoting the welfare of all children.
We expect all our team members to share this commitment.

Policy for Debt Recovery

Debt Recovery Policy

Debt recovery becomes necessary when a parent fails to pay money owing for pupil activity which is not subject to voluntary contributions.

It is crucial that a good relationship is maintained between parents and the school therefore the following procedures are followed;

1. Reminder sent out on the newsletter a week before the payment date for large sums and Pebbles/Shells payments.
2. Text sent the day after the due date to remind parents to pay.
3. Phone call made to parents the day after the text is sent. This is more appropriate than a reminder letter as any issues can be resolved on a more personal basis.

To assist with recovery action it is important to keep copies of all correspondence and a record of all telephone calls relating to the debt.

4. **1st reminder letter sent – 7-10 days after the payment due date.**
5. **2nd reminder letter sent – 10 days after the 1st reminder letter.**

If payment has still not been secured, or agreement not reached on phased payment, after the above actions have been carried out, the Governors will need to make a decision on whether they wish to pursue the debt further. This decision is likely to be taken in relation to the value of the debt and will need to be made on a case to case basis. In some cases if the debt is a very low value it is uneconomical to continue with the recovery action and the debt should be written off.

In order to write off the sum in question, approval must be sought from the Governors Finance and General Purposes Committee. Once approval is obtained a note will be placed on the school's Invoicing system to ensure that no credit or contact should be offered or entered into in the future.

If the school decides to pursue the debt they should contact Credit Management Services on 01872 323228 when the case can be discussed to find the best way forward.

At this stage the usual course of action would be for Credit Management to write to the debtor requesting payment. If payment is not received on this first demand there are 3 options open:

1) Write off (as above)

1) Instigate legal proceedings

2) Referral to 3rd Party Collection Agents

The course of action will depend on the specific nature of the case and the decision should be made in consultation with Credit Management.

_____ Dated _____
Author

_____ Dated _____
Headteacher

_____ Dated _____
Chair of Governing Body

_____ Dated _____
Chair of Finance & General Purposes Committee

Ratified at Full Governing Body Meeting:

Date of next review: