



Staindrop Church of England Primary School

Debt Recovery Policy

The aim of this policy is to ensure parents do not accrue unexpected debts which are then difficult to manage and cause stress to the parents and unnecessary costs in both time and money to the school which should be spent on our children.

Payments for all school services should be made through the school approved payment scheme (currently Parentpay). Payment for all items (goods or services) is due prior to the provision of the item.

Should payments be overdue the following procedure will be adopted by the school in relation to the debt.

1. Consideration will be made by the school for payment reminders/requests to be made to the responsible person for debts 5 working days after charges have been applied.
2. Should no agreement be made for the repayment or the debt repaid in full within 5 working days after charges have been applied may be considered to be made by the school.
3. Should no agreement be made for the repayment or the debt repaid in full within 5 working days after charges have been applied a further request may be considered to be made by the school.
4. If no mutually acceptable agreement is made 5 working days after charges have been applied of the above request the school may consider taking further action either through debt collection agencies or by legal action. This is at the discretion of the school.

The above process is for an initial debt. In the following circumstances the process can be recommenced from the current stage:

- Failure to meet an agreed repayment plan
- Failure to contact the school within a reasonable period when asked to do so in relation to a debt
- Any increase in debt
- A new debt is incurred within 3 months of the previous debt being cleared

Throughout the process the aim is to obtain a mutually agreeable and speedy resolution which is fair to all school users.

The school may withdraw services for children when advanced payment has not been received for the service to ensure fairness for all school users. All monies received will be used to clear debt before any credit will be accrued for further services.

Any complaint should be directed in the first place to the Head Teacher, or if this is not resolved to the finance committee.