



The Queen's Church of England Primary School

*Encouraging every child to reach their full potential,
nurtured and supported in a Christian community
which lives by the values of Love, Compassion and Respect.*

THE QUEEN'S SCHOOL Debt Collection Policy

Agreed by: **Governors' Finance Committee**
Date: **January 2022**
Review Cycle: **Every three years**
Next Review Date: **January 2025**
Version: **1.2**

All the Queen's School policies should be read in
conjunction with the Equality Policy

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in large print, Braille or audio format,
please contact the School Business Manager

The Queen’s School Debt Collection Policy

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The Queen's School Debt Collection Policy

Overview

This policy describes what the school will do to try to recover money due to the school for items set out in the Queen's School Charging and Remission Policy. Debt collection procedures are only applicable in respect of activities for which the school is permitted to make mandatory charges. They are not to be applied in respect of any voluntary contributions.

This policy is implemented for each child rather than for a family. That is, where there is a monetary threshold specified for particular action, it will be applied based on the amount owed in respect of each individual child, and not the total owed by all children in a family.

The school will use discretion in applying the policy to allow for cases of hardship.

School Lunches

The school uses +Pay by Parentmail for managing the payment of charges for school lunches. Each day that the child has a school lunch, the cost of the meal will be added to the system.

Parents are asked to ensure that their account remains in credit.

1. If a parent owes more than £50 then an email will be sent each week to remind parents of the need to pay
2. If a parent owes more than £75 then the parent will be phoned by the school office or the School Business Manager to remind them of their outstanding balance and to ask for immediate payment. If payment is not received within a week then, except in exceptional circumstances, the child will no longer be able to have school lunches until the balance is cleared.
3. If a parent owes more than £100 then the Headteacher will write to the parents informing them that the debt is still outstanding.
4. At the end of each half term all parents who owe any money for lunches will be sent a statement by e-mail.
5. If any debt is still outstanding after 6 months, Governors will be informed, who will then decide what further action to be taken to recover debt.

Breakfast Club

The school uses +Pay by Parentmail for managing the payment of charges breakfast club. Parents are asked to pay in advance for breakfast club sessions.

The following procedure will be used for debt collection for breakfast club.

At the end of each half term, amounts received will be reconciled against the number of sessions attended. Where a balance is owed to the school a statement will be sent by e-mail.

1. If the balance has not been cleared by the end of the first week of the next half-term the school office will phone the parent to ask for payment
2. If the balance has not been cleared by the end of the second week the School Business Manager will call the family and inform them that breakfast club will not be available until the balance is cleared.
3. If the debt remains outstanding after the end of the following half term, Governors will be informed and will decide what further action should be taken to pursue the debt.
4. Any overpayments will be carried forward to the next half-term unless parents have requested a refund. At the end of the academic year overpayments will be refunded to parents, unless they have confirmed in writing (including by e-mail) that they wish the balance to be carried forward.

Other charges

After School Clubs

In order to sign up for clubs, payment is required up front and consequently a debt collection policy for clubs is not required.

School References

School references will not be sent out until the charge has been received from the parents. In the situation where we are awaiting payment in order to release a reference, then a reminder email will be sent to parents informing them of this.

Voluntary Contributions

It may be appropriate from time to time to send reminders in respect of voluntary contributions (for example, when stage payments are due to the third party provider for school journeys). Any reminders in respect of voluntary contributions will make it clear that the contribution is voluntary and that no child will be adversely affected by failure to pay.

Charges by other providers

Where the school facilitates arrangements between third party providers and families (for example school photos, certain clubs) responsibility for collection of debts rests with the third party provider

Other relevant policies

- Charging and Remission Policy

Approval

This policy was agreed by Governors at the Finance Committee meeting on 19th January 2022. It will be reviewed every three years thereafter

Version history

Version	Date	Description	Status
1	May 2015	Version adopted by Governors	Superseded
1.1	July 2018	Revised and reformatted	Superseded
1.2	January 2022	Immaterial updates	In force