



Rosemary Nursery School and Children's Centre Debt Management Policy and Procedure

This procedure should ensure that no user is able to run up debts that they are unable to pay. It protects both the user and the School.

Timescale	Action Required
Invoice Day (11 th of month prior to month of sessions)	Debtors receive invoices in advance for following month sessions
Week 0	Collect Payments
Due Date	First working day of month payment due.
During Week 1	Administrator to review Customer Status report, and speak to any parents with outstanding debt, checking that they have received invoices and whether they have any queries with the invoices.
During Week 2	Administrator to review Customer Status report, speaking to any parents with outstanding debt, offering to arrange meeting with Headteacher. Administrator to report to Headteacher on Debt outstanding and result of verbal contacts.
During Week 3	Administrator to review Customer Status report, speaking to any parents with outstanding debt. Headteacher meets parent with outstanding debt to discuss payment, a payment plan and potential withdrawal of extra sessions.
During Week 4	Administrator to review Customer Status report, speaking to any parents with outstanding debt. Administrator sends letter which includes: Brief breakdown of invoices and which are outstanding. A warning that the extra sessions will be withdrawn as from agreed date. If the child has left the setting and there is outstanding debt, every effort will be made to seek payment, including by letter and telephone call. The value of the debt must be reported to the Lead Governor for Finance or FGB for a decision on next steps to be taken.

The overriding principle is that the needs of children are paramount and this policy should reflect that.

Care should be taken when setting up Payment Plans for paying off debts. Plans should be made to recover the debt in a timely fashion, without putting undue stress on the family.

Reviewed 15th December 2020 Next Review – December 2021