



QUEENS' SCHOOL

Dare to be Great

Debt Recovery Policy

Introduction

Queens' School sends out invoices to generate income from the following sources:

- Lettings income from hirers of school premises
- Other occasional miscellaneous income

This policy sets in place the procedures to follow to ensure the invoice is paid, and if not, that debt recovery is attempted.

1 Steps

a. Step one – Invoicing

- All invoices are generated through the sales ledger module of the finance package and kept on a debtor account.
- Parents / Carers of students on trips or making a purchase are advised of that cost prior to signing up to the trip or purchase. They are advised if payments are non-refundable and that cancellations may incur additional costs. They are not issued an invoice.

b. Step two – initial reminder

- A reminder is sent to the debtor, in the form of either a statement, a copy of the original invoice, a letter, an e-mail or a Wisepay email. This is sent out at an appropriate time. Copies of all reminders are kept in a debtors file.

c. Step three – reminder letters

- Two formal reminder letters are sent to the debtor as per (appendix A). Copies of all letters are kept in a debtors file.

d. Step four – letter from the Head

- If no response is received from the reminders the debt will be referred to the Headteacher who will write to the debtor. This letter will advise that should the school not hear from the debtor the matter will be passed to the Trustees for debt recovery and this may result in legal action.

e. Step Five – Notice of Intention

- If no response is received from the Head's letter a notice of intention will be issued advising the debtor that matter is being handed to legal advisors for further action.

2 Legal Action

If a debtor does not respond to any of the steps above then the Finance, Audit, Premises and Risk Committee of the Governing Body should consider each debt with a view to passing it to legal advisors for further action.

If appropriate the debt will be dealt with in a small claims court.

6 Bad Debts

The school must also consider if a debt should be written off. The decision must be made based on the value of the outstanding debt, and other background information given by the school and the debtor.

Authority to write of a debt is given as follows:

<i>Authority to:</i>	<i>Write off value</i>
School Business Manager	up to £ 250
Accounting Officer	up to £ 499
Finance, Audit, Premises and Risk Committee	£ 500 and above

Beyond the limits below, the school must seek and obtain explicit and prior approval of the Secretary of State (through the ESFA) :

- 1% of total annual income or £45,000 (whichever is smaller) per single transaction
- cumulatively, 5% of total annual income in any one financial year per category of transaction

Appendix A

Schedule of steps

Trustee approved: May 2022

Review date: April 2025

Queens' School (Bushey) Ltd (registered number: 076506090)

QUEENS' SCHOOL

DEBT RECOVERY POLICY

Appendix A – Schedule of steps

	Lettings and Misc. Invoices	Trips / Purchases
Initial letter / invoice	Prior to, or by the end of, the month in which the letting took place.	When the trip or purchase is planned and notified to students.
Due Date :	Prior to the event, 28 days from the invoice date, or by the end of the term. #	Varies : For purchases if payment is not made by the due date the item is not given to the student. For trips there may be a series of instalment dates.
Statement	One week after the due date.	Statements are available at all times on Wisepay
Reminder Letter	3 weeks after the due date with a statement.	
Formal Letter	5 weeks after the due date. From the SBM.	5 weeks after the due date advising them that they may be removed from the trip *
Head's Letter	7 weeks after the due date.	7 weeks after the due date.
Notice of Intention	2 weeks after the head's letter.	

SBM = School Business Manager

If payment is required prior to the event and has not been paid, the event may be cancelled.

* For trips paid in instalments, anyone missing an instalment is sent a reminder email via Wisepay. If there is no response to the email then the parent / carer will be contacted to discuss the situation and solution. Where appropriate, an invoice will be sent and the process for miscellaneous invoices followed. The student may also be removed from the trip. The decision to remove a student from a trip has to be made with the trip organiser and with consideration to any cancellation fees.