

Voyage @ Flash Ley

DEBT RECOVERY POLICY

AIM

Voyage Management will take all reasonable measures to vigorously collect debts, as part of its management of funds. A debt will be written off after all reasonable measures have been taken to recover it.

OBJECTIVES

1. A statement of fees will be raised, on the 20th of each month, to cover the cost of childcare received through Voyage @ Flash Ley. This will be in accordance with our current system of payments.
2. All fees are to be paid by the 1st of each month.
3. An email will be sent out two days before payment is due, if the payment has not been made, to remind parents/carers of their outstanding fees.
4. If there has been no payment made by the 1st of the month, a further email will be sent, informing parents/carers that they have until the end of the day to make the payment, otherwise all childcare will be postponed until full payment is received.

DEBT RECOVERY PROCEDURES

Where payment from the parent/carer has not been received, and all reasonable attempts have been made to do so, a letter will be sent to the debtor, advising them that the matter will be referred to the school governors. The governors may choose to inform Staffordshire Council's Legal Services Section.

This decision, and its basis, will be recorded and reported to the Governing Body.

NEGOTIATION OF REPAYMENT TERMS

Debtors are expected to settle the amount owed by a single payment, as soon as possible, after receiving the formal overdue payment reminder.

IF PEOPLE ARE UNABLE TO PAY

Voyage in consultation of the Governing board may reduce, or cancel, a debt in certain circumstances. A sensitive approach to debt recovery will be carried out, taking the following factors into account:

- Hardship – where paying the debt will cause financial hardship
- Ill health – where our recovery action might cause further ill health

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- Time – where the debt is so large compared to the persons income, that it would take an unreasonable length of time to pay it off
- Cost – where the value of the debt is less than the cost of recovering it
- Multiple debts – where someone owes more than one debt to the school. In this situation, an attempt to agree one repayment plan, to include all debts will be established.

A record of all such agreements entered into will be retained. In all cases, a letter will be issued to the debtor confirming the agreed terms for the repayment. The settlement period should be the shortest that is judged reasonable.

	Extended Services Manager	
	Deputy Manager	
	Chair of Governors	