

# Debt Recovery Policy

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## **PROCEDURES:**

- Most bills will be sent by post.
- The normal settlement period for all significant sources of income is one month and this is written on the bill.
- A reminder is written on the date the settlement is due. This will detail further action, e.g. stopping music lessons and ask for contact about the debt.
- A second reminder will be written a week later followed up by a telephone call.
- At the phone call stage, staggered payments may be suggested.
- The Headteacher is given the discretion to stagger payments at any stage, if appropriate
- If there is no response from reminders issued, telephone calls and offers of staggered payments, the matter may be referred to the County Legal Department.
- The Resources Committee will approve and write off bad debts accruing to the school up to a value of £500; items above £500 must be referred to the Finance Director at Hertfordshire County Council (Scheme of Financial Delegation)

Debts are written off when

- All reasonable steps have been taken to recover the debt
- There is no reasonable prospect for cost effective recovery