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Debt Collection

1. Procedure Overview

This Procedure describes the academy's approach for collection of debt. This covers all areas of debt including:

- Amounts invoiced to 3rd parties for sales of goods and services (uniform, student cards, planners etc...)
- Amounts payable by students or parents, for example for trips or school lunches

1.1 In all instances, the academy will ensure that there is a clear written communication to the debtor to confirm our payment terms. For example, in the case of a sales invoice raised from the finance system the payment terms will be included on the invoice if it is a school trip the payment terms and instalments will be set out on the payment card.

2. Monitoring & Chasing of Outstanding Debts

2.1 Finance staff at Weston Favell Academy will review their debtor ageing report/ outstanding payment records (for example, collections from pupils for a school trip) these records will be reviewed on a regular basis as appropriate to the nature of the item, no less frequently than weekly or monthly depending on debt.

2.2 As soon as a payment becomes overdue the academy will make contact with the customer via telephone, in writing or by email to chase the overdue amount. A record of the date of the conversation/correspondence and the outcome will be maintained.

2.3 The overdue debt will be chased weekly until the settlement is received or it is decided, in conjunction with the Finance manager, what further action may be necessary.

2.4 No further goods or services will be provided to the debtor until their overdue balance is cleared. This also applies to siblings in the academy and may affect the attendance at future trips with the academy.

2.5 Payments for trips must be paid in full prior to the trip or within the given instalment plan for larger trips. All deposits are non-refundable. Should customers wish to cancel a place on the trip the outstanding balance would still be your debt if the academy has paid for the trip to a third party. The academy will make reasonable efforts to fill the vacant space, in this scenario the academy will grant a refund.