St Mark's C of E Primary School

Debt Recovery Policy

The governors of St Mark's Primary School are committed to taking all reasonable measures to collect debts as part of its management of public funds. A debt will be written off only after all reasonable measures (commensurate with the size and nature of the debt) have been taken to recover it.

Aims

1. To ensure that the school is not financially disadvantaged by the actions of an individual or group of individuals to safeguard the School's funds
2. To ensure that the funds available to the School are used to the fullest advantage of all pupils.

Procedure for Recovery of Outstanding Debts

Step 1 (approximately two week outstanding) – polite 'overdue reminder' (direct contact e.g. in person/phone)
Step 2 (approximately three weeks outstanding) – first 'overdue reminder' letter by email or letter by Royal Mail
Step 3 (approximately five weeks outstanding) – second 'overdue reminder' letter by email or Royal Mail
Step 4 (approximately seven weeks outstanding) – final 'overdue reminder' letter advising of debt recovery action by recorded delivery
Step 5 (approximately nine weeks outstanding) - only applicable if the debtor is a parent. A meeting in the school office should take place (or attempts have been made for this to be the case), prior to calling HCC for debt recovery.
Step 6 (approximately twelve weeks outstanding) – Debt Recovery initiated via Hampshire County Council if appropriate

A log of direct contact and correspondence shall be kept.

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

If a debtor asks for 'repayment terms' these may be negotiated at the discretion of the Headteacher and Administrative Officer.

Where the School incurs material additional costs in recovering a debt, recovery of such costs may be sought from the debtor.

At the discretion of the Headteacher, the debtor may be advised that they will be required to pay in advance for all future supplies or the supply will no longer be available to them.

Any hirer of school facilities who has unrecoverable debts to the school will be banned from future hirings.

Reviewed by Governing Body: Summer 2026

Next review date: Summer 2028