



## **GREENFIELD PRE-SCHOOL DEBT COLLECTION POLICY**



## DEBT COLLECTION POLICY

### Rationale

This policy has been adopted to ensure a consistent and fair approach to debt incurred by parents/carers or others who may incur charges due to the pre-school. Unpaid debts cannot be accommodated from the school budget, thereby directly affecting the amount of money that is available to provide a quality education to all pupils.

### Payments of fees due to the school

The school operates an online payment system using Parentmail. This makes it convenient for parents to make payments online by bank card or Paypal. This is the preferred method of the school as it reduces administration time and costs for the school and parents enjoy the speed and flexibility of this method. Parents can still make payments by cash or cheque at the school office if they wish.

### School Meals

School meals are provided by Leicestershire School Foods Support (LSFS) who have been providing excellent nutritious school meals to Greenfield and many other schools across Leicestershire for many years. The charges for school meals are set by LSFS and the school makes no profit on meal costs. The cost of the school meal is included in pre-school fees.

### Debt procedures

#### Pre-School fees

The pre-school provides a high quality early years education on the Greenfield Primary School site in a new purpose built unit.

A deposit of £50 is required to secure a place. This is refunded by cheque when the child leaves (subject to one month's written notice of intention of withdrawal) or if a place cannot be allocated. It is however, non-refundable if the child does not start on the agreed date.

Fees are payable in advance and invoices are issued on the 20th of each month by Parentmail, for the following month's fees. All payments need to be received by the first day of the forthcoming month. Parents can also make payment under the government's Tax-Free Childcare scheme and employee Childcare Voucher schemes.

Childcare costs for parents can be considerably reduced by accessing the Government's Free Extended Early Education (FEEE) hours. Information regarding this scheme is available on the school's website or from the pre-school office.

Fees are payable for all booked sessions including when a child is ill, on holiday (regardless of the amount of notice given) occasional days off, school trips or closure of the pre-school due to an unforeseen event.

In collecting any pre-school debts the following process will be followed:

1. Two reminders are automatically sent by Parentmail following the issue of an invoice.
2. If payment has not been received by the first day of the month, a late payment fee will be charged.
3. After 14 days, if payment has still not been received, a letter (Appendix A) will be sent to parents requesting repayment. If the payment remains outstanding after another 14 days a further letter (Appendix B) will be sent requesting full repayment of the arrears.
4. The school will work with parents to ensure fees are paid, however if a request for payments and/or payment proposals are not forthcoming then the school will 7 days' notice will be given for full repayment otherwise the child's place at pre-school will be withdrawn.
5. Extra sessions, holiday sessions or transition sessions will not be agreed where invoices are outstanding.
6. The school reserves the right to take legal action to recover any outstanding debts.

### **Payment proposals**

The governing body understand that from time to time parents/carers may experience financial difficulties and where possible will be flexible and supportive. However, the school cannot incur debts incurred by parents and carers due from the provision of high quality services. In the event of any parent/carer experiencing difficulties in the payment of debts due to the school, we would expect parents/carers to communicate with the school promptly and honestly and any payment proposals offered should be realistic and achievable.

Any queries regarding this policy should be directed to the pre-school office.

## Appendix A

Pre-School Letter 1

Parent or carer of (Pupil Name)

(Address Line 1)

(Address Line 2)

(Address Line 3)

(Post Code)

Date: XX/XX/XX

Dear xxx

Greenfield Pre-School fees (Pupil Name)

Our records show that we have not received any payment for Greenfield Pre-School for the following month:

MONTH	£xx
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These amounts have been invoiced by Parentmail and can be paid by logging into your account and going to 'Shop' where they can be paid by debit/credit card or Paypal. Payments can also be made to the school office by cash or cheque. Invoices are issued on the 20<sup>th</sup> of every month for the next month's fees, to be paid by the first day of the following month.

Please note a late payment fee of £10 has been charged due to non-payment of this invoice.

If you have any queries regarding these arrears, please contact the school office immediately so that this matter can be resolved.

Yours sincerely

Mr C Bowpitt  
Executive Head Teacher

## Appendix B

Pre-School Letter 2

Parent or carer of (Pupil Name)

(Address Line 1)  
(Address Line 2)  
(Address Line 3)  
(Post Code)

Date: XX/XX/XX

Dear xxx

Greenfield Pre-School fees (Pupil Name)

Despite previous correspondence our records show that we have still not received any payment for Greenfield Pre-School for the following month:

MONTH	£xx
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I would ask that you please make arrangements to clear this debt immediately and take steps to ensure your fees are paid by the first day of each month in future. Unfortunately, if the debt is not cleared by xxxxx your child's place at Greenfield Pre-School will be withdrawn.

The school reserves the right to begin legal proceedings to recover the outstanding debt. In order to avoid this, please contact the school office immediately so that this matter can be resolved.

Yours sincerely

Mr C Bowpitt  
Executive Head Teacher

Version	Date	Comment
V1	Date created:1/9/2022 Review date: Sept 2025	A Gordon