

St John's Catholic Primary School

Account Settlement Policy



Approved by: _____

Date: _____

Next Review Due: _____

Account Settlement Policy

1. Purpose

This policy sets out the school's approach to managing and recovering debts owed by parents and carers for services provided by the school, including but not limited to school meals, breakfast and after-school clubs, nursery fees, and school trips. The aim is to ensure that school funds are protected, while remaining sensitive to the needs of families who may be experiencing financial difficulty.

2. Principles

- The school operates a fair and consistent approach to debt recovery.
 - Services which incur a cost to the school must be paid for in advance.
 - Parents will be informed promptly of any outstanding monies will be given the opportunity to discuss repayment arrangements.
 - Families facing hardship will be supported sensitively and confidentially.
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3. Scope

This policy applies to all parents, carers, or guardians who access chargeable services provided by the school, including:

- School meals
 - Breakfast and after-school club fees
 - Nursery provision
 - Educational visits/trips
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4. Responsibilities

School Responsibilities:

- To clearly communicate charges to parents at the point of service.
- To ensure payments are collected in a timely and efficient manner.
- To maintain accurate financial records.
- To follow the procedures set out in this policy for managing and recovering debts.

Parent/Carer Responsibilities:

- To ensure all accounts for chargeable services are paid promptly.

- To contact the school promptly if experiencing difficulty in paying.
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5. Payment Expectations

- All services (e.g. school meals, clubs, nursery provision) must be paid in advance.
- Where accounts fall into arrears, the school reserves the right to withdraw access to chargeable services, including:
 - Breakfast Club
 - After-School Club
 - School Dinners (parents will be expected to provide a packed lunch)

Access to these services will only resume once the outstanding balance is cleared or a repayment plan is agreed.

6. Account Recovery Procedure

Debt Level	Action
Stage 1 Initial Reminder	A polite reminder will be sent via text, email, or letter requesting payment of the outstanding balance.
Stage 2 Formal Reminder	If the debt remains unpaid after 14 days, a formal letter will be issued outlining the amount owed and requesting payment within a further 7 days.
Stage 3 Final Notice	If still unpaid, a final notice will be sent advising that the balance will be referred to the Governing Body and that access to chargeable services will be withdrawn.
Stage 4 Suspension of Services	If no payment or repayment plan is agreed upon, the school will withdraw access to chargeable services, including: <ul style="list-style-type: none">• Breakfast Club• After-School Club• School Dinners (parents will be required to provide a packed lunch)

Access to these services will only be reinstated once the outstanding balance is cleared or a formal repayment plan is in place.

7. Repayment Plans

The school is committed to supporting families and may agree to a structured repayment plan in cases of genuine financial difficulty. These plans must be agreed upon in writing and honoured by the parent/carer.

8. Writing Off Debt

Debts may only be written off following approval by the Headteacher and/or Governing Body, in line with the school's financial procedures. A record will be kept of all debts written off.

9. Monitoring and Review

The school's Finance Officer and Headteacher will regularly monitor outstanding debts and report to the Governing Body as required. This policy will be reviewed annually or as necessary.

10. Confidentiality

All matters relating to outstanding debts are treated with the utmost confidentiality. Personal information will not be shared outside of relevant school staff and governing bodies without consent or legal obligation.
