



Credit Control Policy

January 2022



celtic cross
education

Introduction

The purpose of this policy is to ensure that the MAT maintains and develops systems of credit control, which conform to the requirements of both propriety and good financial management. It is essential that these systems operate properly to meet the requirements of the Funding Agreement with the Department for Education & Skills.

Credit Control Procedures

Written procedures are reviewed and updated annually. This document is adopted by the Finance & Resources Committee and ratified by the Full Board.

Music Lessons *(These costs are managed by Cornwall Music in some schools)*

- Parents sign an agreement in advance of the lessons commencing, agreeing to pay the costs incurred
- Invoices are produced termly in advance
- Pupils are unable to commence the next term's lessons without all previous termly payments being up to date
- In the case of non-payment, model debt letters 1 & 2 will be used (please see the end of this policy)

Nursery Costs

- Sessions are invoiced one month in advance
- Reports are produced monthly to monitor debt levels unless there are specific cases which require fortnightly monitoring. HOS to liaise with the administration team on site to monitor these debts
- In the case of non-payment, model debt letters 1 & 2 will be used (please see the end of this policy)

Breakfast/After School Club Costs

- Sessions are paid for in advance.
- Reports are produced monthly to monitor debt levels unless there are specific cases which require fortnightly monitoring. HOS to liaise with the administration team on site to monitor these debts
- In the case of non-payment, model debt letters 1 & 2 will be used (please see the end of this policy)

Lettings

- Hirers will be issued with an application form to complete in order to secure a booking
- Payment is required in advance for occasional lettings
- Regular lettings will be invoiced termly in arrears
- If a cheque is returned, the school will contact the hirer and request that cash be paid to secure the letting

Payments

All payments should be made using the Parentpay electronic payment platform, where this is not possible payments can be made by cash or cheque. BACs payments can be made only with prior agreement from the Finance Team for exceptional circumstances. Where a cheque for payment is returned, the school will contact the parent/carer and seek an alternative method of payment. The following extract from the Finance Policy will be followed in the case of bad debts.

“6.3 Debtors

Debts under £200 may be written off by the CEO.

Debts over £200 may be written off only with the approval of the Resources Committee

Debts above the level detailed in the annual funding letter must be submitted to DfE for approval to be written off.

The school secretaries and senior leadership team will be responsible for chasing outstanding debts. If after following the credit control policy the Finance Manager will support with further proceedings. The regular reporting of debts totaling over £100 will form part of the month end process in schools.

The following debt recovery policy will be applied:

- If payment has not been received 14 days after invoice a first reminder will be sent requesting payment.*
- If payment is not forthcoming after a further 14 days, a second reminder will be sent with a threat of further action (unspecified) to recover the debt if payment is not received within 7 days.*
- If payment is still not forthcoming, a third reminder will be sent with a threat of legal action through the small claims court if payment is not received within 7 days.*
- If payment is still not forthcoming the matter is reported to Resources Committee to seek approval for proceeding with legal action through the small claims court.*
- The current aged debtors report together with details of any debts outstanding and requests for debts to be written off will be provided for each Resources Committee meeting.”*

Uniform Sales

- Some schools operate an online uniform sales process in conjunction with external providers.*
- Schools will sell selected basic uniform items in school*
- All items must be paid for in full at the time of or prior to collection*

Voluntary Contributions

Parents will be informed of voluntary contributions the school may request. Please refer to the optional extras section of the Charging Policy. In the event a child is unable to attend the trip due to illness, the school will endeavor to provide a 100% refund where possible

Outstanding Debts

To manage outstanding debts, standard letters are to be sent out. Please see model letters below. An opportunity for parents to communicate any queries is given.

After 14 days	Letter 1 is sent with a copy invoice or ParentPay print out
After a further 14 days with no payment	Letter 2 with copy invoice or ParentPay print out. Withdrawal of provision and future credit facilities if debt is left unpaid
No payment received	Letter 3 will be sent; this will be sent following discussion with the Finance Team and is not within this policy.

The administration team must send a detailed breakdown of all outstanding debts to the Finance Manager on a monthly basis where debts total >£100.

Letter 1 - To be produced on School Headed Paper.

Date

Dear Parent/Carer of _____,

Invoice Number:

Child's Name:

Invoice Date:

Amount: £

Outstanding:

Our records indicate that the above sum is still outstanding and overdue for payment. For your assistance, we enclose a further copy of the invoice.

We will require **immediate payment** to avoid a final notice being sent.

Your remittance should be made payable to Celtic Cross Education. Please return this letter with your payment and quote the above invoice number and child's name in all correspondence. If the debt is payable via ParentPay please use this method. If you would like to pay this invoice by BACs, please request our bank details from the school reception team.

If you have any outstanding dispute or query regarding this invoice or have already made payment to us, please use the sheet enclosed to notify

us immediately. If you have difficulty in paying this invoice, please contact the school reception team.

Thank you for your co-operation.

Yours faithfully

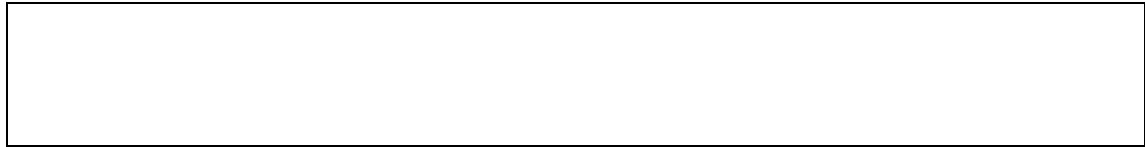
Signature of Head

Name of Head
Head of School

Please provide full details of dispute or query in the space below

Your name:	Your telephone no:
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Details:



Thank you for your co-operation

Letter 2 – To be produced on School Headed Paper.

FINAL NOTICE

Date

Dear Parent/Carer of _____,

Invoice Number:

Child's Name:

Invoice Date:

Amount: £

Outstanding:

Despite our previous correspondence, the attached invoice remains overdue for payment. **If this sum is not paid in full within 14 days from the date of this letter, we will be forced to withdraw the provision from future use.**

Your remittance should be made payable to Celtic Cross Education. Please return this letter with your payment and quote the above invoice number and child's name in all correspondence. If the debt is payable via ParentPay please use this method. If you would like to pay this invoice by BACs, please request our bank details from the school reception team.

If you have any outstanding dispute or query regarding this invoice or have already made payment to us, please use the form on the back of this letter to notify us immediately. If you have difficulty in paying this invoice, please contact the school reception team.

Thank you for your co-operation.

Signature of Head

Name of Head
Head of School

Please provide full details of dispute or query in the space below

Your name:

Your telephone no:

Details:

Thank you for your co-operation

