



# **WADEBRIDGE SCHOOL**

## **DEBT MANAGEMENT POLICY AND PROCEDURES**

APPROVED BY TRUSTEES: (Autumn 2018, Revised October 2019, August 2021,  
August 2023, Approved March 2024)

## **Debt Recovery Policy and Procedures**

Debt recovery becomes necessary when the customer fails to pay to the agreed terms set out in the original contract. The procedure has been written based on the standard payment terms of 28 days.

**1<sup>st</sup> reminder letter – 32 days after the invoice date (sample attached)**

**2<sup>nd</sup> reminder letter – 10 days after the 1<sup>st</sup> reminder letter (sample attached)**

**3<sup>rd</sup> reminder letter 7 days after the 2<sup>nd</sup> stating the matter will be referred to our solicitors**

Depending on the trading relationship the school has with the debtor, a phone call may be more appropriate prior to sending the reminder letters as any issues can be resolved on a more personal basis. **To assist with recovery action it is important to keep copies of all correspondence and a record of all telephone calls relating to the debt.**

If payment has still not been secured after the above actions the school will need to make a decision on whether they wish to pursue the debt further. This decision is likely to be taken in relation to the value of the debt and will need to be made on a case to case basis. In some cases if the debt is a very low value it is uneconomical to continue with the recovery action.

If the school decides to pursue the debt they should contact their legal representatives when the case can be discussed to find the best way forward. There are 3 options open:

**1) Write off**

**2) Instigate legal proceedings**

**3) Referral to 3rd Party Collection Agents**

The course of action will depend on the specific nature of the case and the decision should be made in consultation with the legal representative.

## **Bad Debt Write off**

The School's Scheme of Delegation and Finance Policy allows the head teacher to write off Bad Debts up to £300 which should be reported to the next Trustee's meeting. Above this level bad debts must be referred to the Chair and Vice Chair of Trustees for approval to write off. The decision by the Chair and Vice Chair of Trustees should be reported to the next Trustee's meeting.

A copy of the Code of Practice can be found on the next page and should be adhered to.

## **Credit Management Services**

### ***Code of Practice***

- We do not use oppressive or intrusive collection methods.
- We do not act in a manner intended to embarrass the debtor.
- We are circumspect and discreet when attempting to contact the debtor, whether by telephone, letter, or by personal visit.
- We ensure that all attempted contact with the debtors is made at reasonable times and at reasonable intervals.
- Unless instructed otherwise by the debtor, we do not discuss with or disclose to neighbours, relatives or employers a consumer's indebtedness.
- We do not use improper means to obtain the telephone number or the address of the debtor.
- We do not pressure debtors to sell property or raise funds by further borrowing.
- We do not falsely imply that criminal proceedings will be brought nor that civil action has been instituted in default of payment.



# Wadebridge School

Limited Company Registered UK (Charitable status)  
Company No: 07999988

**Headteacher: Miss T. Yardley B.A. Hons.**

Gonvena Hill, Wadebridge, Cornwall PL27 6BU



Telephone Number: 01208 812881 E-Mail: [enquiries@wadebridge.cornwall.sch.uk](mailto:enquiries@wadebridge.cornwall.sch.uk)

Website: [www.wadebridge.cornwall.sch.uk](http://www.wadebridge.cornwall.sch.uk)

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## **1<sup>st</sup> REMINDER LETTER**

For enquiries please contact Mr C Wilson

Dear \*\*\*\*\*

**INVOICE NUMBER:**  
**INVOICE DATE:**  
**AMOUNT OUTSTANDING: £**

Our records show that the above sum is outstanding and overdue for payment.

If you have a dispute or query regarding this invoice or have already sent your payment to us, please notify us immediately.

If you do not dispute this invoice, please forward your payment of £\*\*\* within seven days from the date of this letter. Your remittance should be made payable to WADEBRIDGE SCHOOL and sent to the School Bursar, Wadebridge School, Gonvena Hill Wadebridge, PL27 6BU.

If you wish to dispute this invoice please contact the school immediately and ask to speak to the School Business Manager or School Bursar.

Please return this letter or the slip from the foot of the invoice with your payment and quote the above Invoice Number in all correspondence.

Thank you for your co-operation.

Yours sincerely

Mr C Wilson  
Business Manager



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## **2nd REMINDER LETTER**

For enquiries please contact Mr C Wilson

Dear \*\*\*\*\*

**INVOICE NUMBER:**  
**INVOICE DATE:**  
**AMOUNT OUTSTANDING: £**

As per our reminder letter to you dated \*\*\*\*\* , our records show that the above sum is still outstanding and overdue for payment.

If you have a dispute or query regarding this invoice or have already sent your payment to us, please notify us immediately.

I assume that, as there has been no response to our previous reminder letter, you do not dispute this invoice, therefore please forward your payment of £\*\*\* within seven days from the date of this letter. Your remittance should be made payable to WADEBRIDGE SCHOOL and sent to the School Bursar, Wadebridge School, Gonvena Hill Wadebridge, PL27 6BU.

Please return this letter or the slip from the foot of the invoice with your payment and quote the above Invoice Number in all correspondence.

Thank you for your co-operation.

Yours sincerely

Mr C Wilson Business  
Manager



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## 3<sup>RD</sup> AND FINAL LETTER

For enquiries please contact Mr C Wilson

Dear \*\*

**INVOICE NUMBER:**  
**INVOICE DATE:**  
**AMOUNT OUTSTANDING £**

Despite our previous correspondence, this invoice remains overdue for payment.

If this sum is not paid in full within 7 days from the date of this letter, we shall refer this debt to our solicitors for further recovery action.

Your remittance should be made payable to WADEBRIDGE SCHOOL and sent to the School Bursar, Wadebridge School, Gonvena Hill, Wadebridge, PL27 6BU.

Please return this letter with your payment and quote the above Invoice Number in all correspondence.

If you have any outstanding dispute or query regarding this invoice or have already made payment to us please notify the school immediately.

Alternatively:

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

Thank you for your co-operation.

Yours sincerely

Mr C Wilson  
Business Manager