

## Recovery of Outstanding Fees Policy

### **Aim:**

To ensure that outstanding accounts are addressed promptly.

### **Procedure:**

- On enrolment parents will be requested to sign the parent agreement form in the enrolment form. This form gives consent for the centre to release the parents personal details to a debt recovery agent.
- Parents are required to keep their fees two weeks in advance. In the case that fees are in arrears the centre will:
  - Approach the family and notify them that their fees are in arrears.
  - Negotiate a payment schedule, to keep up with current fees and reduce arrears. This information will be recorded in a Outstanding Fee Schedule Form and will be signed by the family, and a member of staff.
  - If no attempt has been made to clear the debt, and the fees are in arrears two weeks later, a letter will be sent to the parent requesting payment.
- It is the parents responsibility to abide by the payment schedule. This will be monitored by the centre.
- If the payment schedule is not honoured by the family (i.e. if one weeks payment is missed) a recovery letter will be sent to the family.
- If payment is not made the centre will cancel the child's enrolment at the centre and utilise a debt recovery agent.
- Any family with outstanding fees at the end of the year will not be eligible for re enrolment until full payment is received.
- Any family leaving the centre with a debt will not be eligible for re-enrolment until such a time that the debt is cleared and two weeks fees are paid in advance.

Approved May 2000

Approved May 2002

Amended September 2006

Amended August 2008

Reviewed August 2014