



Community, Creativity,  
Challenge and Individuality

**Wheelock Primary School  
Debt Collection Procedure**

January 2022

Review Date: January 2024

## **Wheelock Primary Debt Collection Procedure – School Dinner Money Payments**

In collecting any outstanding debts for school dinners taken, a step-by-step process will be followed. The time lapse between the steps will normally be five school days. However, this may vary depending on factors such as the level of debt and the time period within a term.

If school dinners are not paid for in advance or repaid by the end of the week, Step 1 will be implemented.

STEP 1: Each Friday debts will be reviewed and a “debt collection letter one” will be sent either via email or letter from the office (Appendix 1). This letter requests that the money is paid within 7 days.

If after Step 1 payment is still not received, Step 2 will be applied.

STEP 2: for those parents/carers who received “debt collection letter one” and have not repaid their debt, “debt collection letter two” (Appendix 2) will be sent via email or letter from the office . This letter requests that the money is repaid or an appointment is made with the school Business Manager, Mrs Helen Donald, to discuss repayment within 7 days.

If after Step 2 payment is still not received, Step 3 will be applied.

STEP3: for those parents/carer who received “debt collection letter two” and the money has not been repaid and neither has an appointment been made to discuss the debt with the Business Manager, (or there has not been a satisfactory outcome to this meeting), “debt collection letter three”(Appendix 3) will be sent via letter from the school office. This letter requires payment to be made as a matter of urgency, or an appointment to be made with the Principal to discuss repayment within 7 days.

As stated in this letter, for any debts exceeding £25, the Principal reserves the right to commence legal proceedings against parents to recover the debt.

In cases where the debt exceeds £25, school will not provide and further meals for the child. Parents/ carers will need to send their child to school with a packed lunch until the debt is cleared. The school office will ensure that this is adhered to and if the child arrives at school without a packed lunch, parents/ carers will be telephoned. If the parents/ carers continue to send their child/ children to school without a lunch, social services may also be contacted as it is a duty of care for parents/ carers to provide food for their children at lunchtime.

## Appendix A

DATE: xxxxxxxx

Dear Parent/Carer

of:

The balance of your child's school meals account as of today is -£

It is our policy that all dinner money accounts should be in credit at all times.

The cost of a school meal is £2.20 per day/ £11.00 per week. We encourage you to pay using ARBOR. Please ensure your account is in credit within the next 7 days.

Please contact me if you need to discuss this outstanding balance.

Please note: The Lab members have agreed that should a debt reach £25.00 or more, then no more meals may be taken until the debt is settled. If your dinner debt is over £25.00 we will not provide your child with a school meal.

Kind Regards

J Williams  
01270 845911  
[office@wheelock.cheshire.sch.uk](mailto:office@wheelock.cheshire.sch.uk)

## Appendix 2

DATE: xxxxxxxx

Dear XXXXXX

Our records show that you have not paid dinner money for your child XXXXXXXXXXXXXXXX despite a previous email on xxxxxxxxxx.

As at xxxxxxxxxx your account is showing a debt of **£-xxxxx**.

Please arrange for this money to be paid immediately using your Arbor account.

The cost of a school meal is £2.20 per day - £11 per week.

Since non-payment for school meals affects the quality of service we offer to the children, we must ensure that all payments are up-to-date. If the debt is not cleared within 7 days, and your child's dinner debt rises above £25.00, it will not be possible to provide your child with a school meal and you will need to make your own arrangements for your child's lunch.

Your options at this stage are to make a full payment or make an appointment to discuss repayment options with me the next seven days.

If you have any queries regarding these arrears, please contact the school office immediately.

Yours sincerely

Helen Donald

01270 845911

### Appendix 3

DATE: xxxxxxxx

Dear XXXXXX

Our records show that you have not paid dinner money for your child XXXXXXXXXXXXXXXX despite a previous email on xxxxxxxxxx and a letter dated xxxxxxxxxxxxxxxx.

As at xxxxxxxxxx your account is showing a debt of **£-xxxxx**

Please arrange for this money to be paid immediately using your Arbor account.

The cost of a school meal is £2.20 per day - £11 per week.

Unfortunately, as the debt has not been repaid and you have not made an appointment to discuss repayment options with our Business Manager (or this meeting did not have a satisfactory outcome), as the Principal I reserve the right begin legal proceedings against you to recover the debt. Please make a payment of £xxxxxxx as a matter of urgency or make an appointment to meet with me and discuss the repayment of this debt within the next seven days.

Until this issue is resolved we will not be providing any further school dinners for your child/children. Please note: In cases where a parent/carer owes over £25 and continues to send their child/ children to school without a lunch, social services may also be contacted as it is a duty of care that parents/ carers provide food for their children at lunchtime.

Yours sincerely

Mrs S Whitehead

Principal