

## The St Michael Steiner School

### PROCEDURE FOR RECOVERY OF OUTSTANDING SCHOOL FEES

At the beginning of the year families are asked to choose between three different payment plans: 1) full fees in one payment made at the start of the school year; 2) three payments made at the beginning of each term; or 3) 10 monthly payments to be made at the beginning of each month.

If payments are not made, the following steps may be taken:

#### **Issue: Payment of school fees overdue**

1. 7 days after payment due: Email reminder with statement of accounts.
2. 14 days after payment due: Telephone reminder, with statement of accounts talked through. The date and time of this conversation should be noted down.
3. Directly after second reminder: Email reminder detailing the telephone conversation.
4. 21 days after payment due: An official letter from the school detailing 5% charge clause.
5. 28 days after payment due: Arrange a meeting with the family in order to agree and sign a repayment schedule.
6. If the agreed repayment schedule is not followed, the Finance Team should bring a proposal to the College of Teachers regarding the family in question.

#### **Issue: Left without notice — overdue school fee & notice in lieu charge (the following steps should only be taken when steps 1-6 have been exhausted)**

7. Ask the College of Teachers to approve legal action, as per the Parents' Handbook (p. 18). If the College of Teachers do not approve legal action, another course of action must be decided upon.
8. Carry out the decision made by the College of Teachers:
  - If legal action has been agreed:
    - Write to the family in question giving 7 days' notice.
    - If payment is not made within 7 days, take legal action.
  - If legal action has not been agreed:
    - Take alternate steps agreed by the College of Teachers.