

## SCHOOL FEES COLLECTION PROCEDURE

### (ROCKHAMPTON DIOCESAN POLICY)

The following procedures shall apply to the collection of fees:

Fee accounts shall be posted to Parents/Guardians during the second week of each term.

Fee accounts shall clearly state the terms and methods of payment. Normally these should be paid within fourteen (14) days. Flexibility of payments - weekly, monthly, annually - may be possible if parents/guardians contact the school.

The procedures to be followed to obtain fee concessions will have been communicated to all parents/guardians.

All unpaid fees shall receive the following attention:

All parents with overdue accounts who have not contacted the school and do not have a payment plan should receive a copy of "**Urgent Notice - Overdue Account.**"

If no payment is received or contact made with the school within 14 days of sending the "**Urgent Notice - Overdue Account**" letter, a follow up Phone Call should be made by the Bursar or Accounts Secretary to ascertain whether the family have received the reminder notice and to inquire as to how the overdue account is to be finalised.

If there is still no action to settle the overdue account the matter should be referred to the Principal who will consider any local knowledge and information from the parish priest, after which the "**Final Demand - Overdue Account**" letter should be sent. This letter states that if the amount is not paid within 14 days, or if no immediate contact is made with the school, the matter will be handed over to our collection agency.

If no response or reply is following from this second letter, 14 days after it is sent, the matter is to be referred to the Principal, who may then place responsibility for collection in the hands of the Diocesan Collection Agency.

If necessary, the Director of Catholic Education may authorise legal action to recover any outstanding debt.