**Mellors Parent Debt Management policy**

**Mellors Catering Services. October 2018. (MT)**

The object of this policy is to set a quality standard from the management and communication of Parent debt and issue of pupil meals, to ensure that all parties have a clear understanding of best practice.

Interested parties include school clients / school administration personnel / Mellors catering managers and staff / Mellors operations team / parents and guardians.

The policy position is that Mellors will provide a meal to a pupil with zero credit on cashless / parent pay system or other credit system on the day that the pupil request a meal.

The school can request to Mellors that no meals are to be provided to pupils that do not the necessary credit.

Alternatively, the school may request that no food in such cases is provided without the school’s authorisation. This will be challenging during lunch service unless a school representative is present at the time the pupil is requesting a meal.

At end of service on each day, any debt relating to the provision on a meals to pupils with no credit to be forward to the school office by the catering manager.

The school to pay Mellors cash of cheque for the value of all such claims at the end of each week and on the last day of each term / half term.

The school is therefore to make arrangements for petty cash or cheque book to be available for such settlements. It is the school’s responsibility to ensure that such is in place and a relevant authorised person is tasked with this provision.

The school then is responsible for claiming the debt (according to their own policy) with the parent(s).

The school can advise Mellors to cease the provision of meals to a pupil at any time in line with the school’s own debt management policy and procedures.

Mellors will not raise invoices or internal issues to the school relating to parent debt.

If the school for whatever reason is unable to provide petty cash or cheque for any provided (unpaid) meals as per this policy, then Mellors will be unable to provide any further meals for pupils without credit on subsequent days.

For further information on this policy please contact Mellors head office on 01695 737 280.