

Standard debt recovery procedures

- Initial invoice issued
- Reminder issued, including contact details for the Recovery Team to arrange payment or to agree a repayment plan
- Further reminder issued
- Debt referred to our debt collection agency. Over 80% of debt referred is collected by our debt collection agency.
- If debt is not recovered by the Debt collection agency it is referred back to the Recovery Team. The debt is reviewed, and the following options considered:
 - Make further contact with the customer to discuss/resolve any issues to help prompt payment
 - Discuss the case with representatives from the service that raised the invoice to see if they can help prompt payment
 - Access an organisations complaints process if they are not engaging/responding to our formal requests for payment
 - Consider escalation to external solicitor to pursue through the courts
 - Consider obtaining appropriate authorisation for write off if considered uncollectable i.e. insolvency, no trace of customer, small balance, full and final settlement agreed or uneconomic to pursue