



Early Learning and Childcare Centre

NON-PAYMENT OF FEES POLICY

Standard 4: I have confidence in the organisation providing my care and support

Dignity and respected

4.2 – The organisations that support and care for me help tackle health and social inequalities.

Wellbeing

4.23 – I use a service and organisation that are well led and managed.

As a registered charity with limited funds at our disposal, we expect all Parents / Carers to assist us in the smooth running of Ferryfield by ensuring that all fees are paid promptly by the date shown on the invoice.

Obviously, we appreciate from time to time, unforeseen circumstances may occur which result in the late payment of fees. This is why as a considerate organisation, we are committed to resolving payment issues with Parents/Guardians as fairly and openly as possible and have adopted the following four stage approach:

Late Payment and Non-Payment of Fees

- Stage 1 – If payment is not made by the date of the invoice, the Manager will send out a reminder letter with the next invoice.

If payment is not forthcoming by the date of this invoice:

- Stage 2 – The Manager will pass the details on to the Treasurer who will write to the Parents/Guardians requesting payment by a specific date and inviting the Parents/Guardians in for a further discussion.
 - If they are unable to make payment in full and a payment plan is subsequently agreed, this will be confirmed in writing to the Parent/Guardians who will also be asked to sign and return an agreement to the Payment plan.

If no payment has been forthcoming, or a payment plan has not been agreed then:-

- Stage 3 – The Treasurer will telephone the Parents/Guardians requesting payment /part payment by a specific date and will request a more formal meeting to discuss the situation otherwise their child will no longer have a place at Ferryfield.

Castlehill, Cupar, Fife, KY15 4HA
Telephone 01334 655066 E-mail: ferryfieldpg@aol.com
Scottish Charity Number SCO02153

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If no payment at all has been forthcoming by a specified date nor a payment plan agreed in writing, or if the payment plan has not been adhered to (as detailed in Stage 2 above), then:-

- Stage 4 – The Treasurer will write to Parents/Guardians confirming that their child no longer has a place at Ferryfield because of their non-payment of fees and that the Committee reserves the right to take further steps to recover the unpaid fees and any associated costs, this could mean using a debt collection agency or taking the parents to the small claims court system.

- Please note that Parent/Guardians will also be expected to pay any bank charges incurred by Ferryfield as a result of any cheque being unpaid, this is currently £10.

Adopted by the Committee

Date

September 2019

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