



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  
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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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