

Payment of Fees

Policy statement

The primary aim of our setting is to provide a service to local children and families and not to make a profit. However, this aim can only be fulfilled if we have enough income to cover our outgoings. Fees are therefore charged to cover staff wages and pre-school running costs.

We will never take any action against a child, including, but not limited to, exclusion or discriminatory treatment, due to parent/guardian's genuine inability to pay fees.

Procedures

The responsibility for invoicing and collection of fees is held by the company directors, but actions can be delegated to the Administrator/ Bookkeeper. The responsible person will operate the following procedure:

Invoicing

- Parents/carers will be invoiced half termly in advance for all sessions into which their child is booked for the Pre-School.
- Parents/carers will be asked to pay all fees within 2 weeks from date of invoice and prior to the start of the term.
- Other fees due e.g. where a child has attended extra sessions, Lunch Clubs, the payment will be required on the same day.

Disputed invoices

- Where a parent disputes the amount of the invoice this may be settled informally by the Manager.
- If a satisfactory outcome cannot be achieved informally the parent will be asked to submit full details in writing to the company directors and the matter will be considered at a management meeting, with enquiry commissioned if necessary.
- If after this the dispute is still not settled the dispute will be treated as a complaint and the complaints procedure followed.

Due/unpaid fees – stage one

- Parents/carers who have not settled their account within 1 week of an invoice will be sent a reminder of the amount owed and the fact that the payment is due.
- They will be invited to discuss the matter with the Pre-School manager and/or company directors in confidence.
- They will be given a further 7 days to pay fees, and informed that a fine of £15 will be levied if fees are not paid within this time.

Late/unpaid fees – stage two

- Parents/carers who do not settle their account within 2 weeks of the original invoice will incur a £15 fine.
- Parents/carers will be notified they have a further 24 hours to pay the fees with the additional £15 fine.
- Again parents/carers will be reminded of the option to discuss the matter in confidence with either the Pre-School manager/leader or company directors.
- Individualised payment plans may be agreed by the Manager, Administrator and/or company directors.
- However, full fees must be paid in all but the most exceptional cases.

Late/unpaid fees – stage three

- If parents/carers make contact with the Pre-School staff or company directors following the letter in stage two, the fine may be discounted at the discretion of the Administrator and/or company directors.