

**General Welfare Requirement: Organisation**

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

## Non-payment of Fees Policy

### Statement of intent

As a charity it is our intent to make our sessions accessible to all those who wish to attend by offering method options for the payment of fees.

It is the policy of the Grove Pre-school to pursue all unpaid fees through the County Court for the recovery of the setting's money.

### Aim

We aim to ensure the financial stability of the Grove Pre-school by having a fair and consistent process for pursuing fees and recovering unpaid fees.

### EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners		

## Method

In order to achieve this we will:

- . In our welcome letter, fully inform parents and carers of our current fee and any imminent changes to this and explain our payment structure.
- . Issue invoices to parents and carers when fees are due.
- . Invoices will indicate that fees can be paid weekly if preferred and will advise parents/carers that they are welcome to discuss further payment options with a leader in confidence.
- . Whilst it will not be advertised, we will open an account for individual who are experiencing difficulty with payment. This allows for them to spread payments and can be carried over to the period when they receive E.C.C. Funding (restricted to two sessions per week). Parents/carers will be informed of further sources of help and advice as appropriate e.g. Citizens Advice Bureau.

If a family has used the services we provide without payment, or their payment has been dishonoured, and the family have not discussed the situation with us, we will follow the following staged procedure:

1. A leader will give a verbal reminder including an invitation to discuss the matter if appropriate. If payment is received, or the family discuss the situation with us and come up with a payment plan, no further action will be taken.
2. Issue an "Overdue Account" notice asking for payment within 7 days. This will be issued no later than 7 days before the end of a half term or term. If payment is received, or the family discuss the situation with us and come up with a payment plan, no further action will be taken
3. Issue a "Final Warning" letter asking that payment be made within 4 days. This will normally be at the start of a new term or half term. At this stage parents will be asked to pay for each subsequent session in advance or on the day. If payment is received, or the family discuss the situation with us and come up with a payment plan, no further action will be taken.

4. If payment is not received within 4 days we will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If we are required to attend at County Court costs will be charged at a rate of £20 an hour

**Please note that cash must not be sent through the post to us, or placed in our letter box. Please hand cash over in person or send a cheque. We are unable to take responsibility for cash which goes missing in the post.**

This policy was adopted at a meeting of	_____	name of setting
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	