

Collecting un-paid fees Procedure

Policy Statement

At Chudleigh Pre-school we will do all we can to accommodate any difficulties parents or carers may have in meeting the fees incurred whilst their child(ren) are attending this Pre-school. In the first instance it is vitally important that we are informed as soon as there is a problem in order for a mutually agreeable solution to be found.

Procedures

- Parent(s)/Carer(s) inform the setting as soon as a problem occurs
- We will deal with all issues and information given confidentially.
- Any discussion which may be sensitive will be conducted in private and the individual will be given respect and support
- When all information has been obtained a mutually agreeable solution made by all parties will be negotiated and put in writing.
- Should a Parent / Carer not respond a letter will be issued reminding them that the policy of this pre-school is that we will only allow their child(ren) to attend sessions funded by the Early Years Entitlement only, until the arrears are paid.
- Following an agreed timescale for repayment if the situation remains unresolved we will seek legal advice in order to recoup our loss.

Timescale

- Non-payment highlighted by the Manager
- Reminder letter sent out within 5 working days asking for payment within 7 working days or to set up a meeting should finances be difficult.
- Payment made or meeting conducted. Should it be the latter, then a timescale suitable to both parties be agreed and put in writing
- Non-payment still occurring and a refusal for a meeting or discussion to take place. A final notice issued of non-payment within 3 working days asking for payment or meeting within 5 working days explaining that their child will only be able to remain at the setting up to their funded hours should this matter not be resolved.

- Non-payment and no contact. A letter will be issued giving a week's notice that their child(ren) will only be able to attend the hours at the setting up to their funded hours. Letter either hand delivered or recorded delivery.