

Non-Payment of Fees Policy

If a family has used **The Indigo Childcare Group's** services without payment, or their payment to us has not been received in the pattern agreed, (either - weekly, fortnightly or monthly) we will follow a procedure in these stages:

- 1 Issue a Stage 1 letter. This gives the opportunity for parent/guardian to contact for an informal discussion. Payment should be made within 7 working days.
- 2 If no contact or payment received a follow up phone will be made to parent/guardian to confirm awareness of the outstanding amount. Discussion and the outcome will be reported and recorded in secure files. Support via a payment plan can be arranged at this stage.
- 3 If payment is not received we will write to the parent / guardian asking for immediate payment in full. At this stage the service will be suspended until payment is received. An administration fee of £10 will be charged at the stage.
If payment is received within 5 working days, no further action will be taken, and the family may continue using the service.
- 4 If payment is not received within 5 working days, Stage 3 Final letter will be issued inviting immediate payment. An administration fee of £20 will be charged. If payment is made within 5 working days no further action will be taken and the service can resume. If no payment or contact is made at this stage we will reallocate your place.
- 5 If payment is not received within 5 working days, The Indigo Childcare Group will immediately refer the matter to a debt collection agency, for which we charge an administration fee of £50, and all subsequent charges made by the agency.
- 6 If we are required to attend at the Sheriff court, costs will be applied at £20 per hour, per person

It is **The Indigo Childcare Group's** policy to pursue all unpaid fees and other thefts through the Sheriff Court for recovery of the service's money.