

Fees Policy

Version	3.0
Effective	August 2026
Approved by	Governing Body
Review	August 2027 or sooner if required

Daffodil standard

Every Daffodil document is written to be understood, applied, evidenced and reviewed.

- Know the non-negotiable requirements, the responsible lead and the point for escalation.
- Put pupils' welfare, dignity, equality and access at the centre of each decision.
- Act promptly where safety or safeguarding may be at risk; do not wait for certainty.
- Make reasonable adjustments and listen to the pupil's voice in an accessible way.
- Keep factual, dated and secure records; review whether action made the intended difference.

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Policy summary

This operating table converts the policy into minimum actions and evidence. It supports implementation but does not replace the detailed modules.

Decision point	Minimum action	Required evidence	Review point
Invoice	Issue an itemised, contract-aligned statement with due date.	Invoice and ledger	Each billing cycle
Query	Investigate disputed charges before avoidable escalation.	Query and response record	Promptly
Difficulty	Consider an authorised written payment plan without informal inconsistent promises.	Payment agreement	Each instalment
Arrears/leaving	Apply notice, withdrawal and final-account terms proportionately.	Decision and final account	Before action

Fees, billing and payment arrangements

Policy at a glance

Purpose and scope

This policy sets out Daffodil Preparatory School's arrangements for fees, billing and payment. It applies to the proprietor/governing body, leaders, employees, agency staff, contractors, volunteers, pupils and visitors where relevant, including school-organised activities off-site and online conduct connected with the school.

Related policies: Admissions Policy; Parents Complaints Policy; Data Protection and Information Governance Policy; Inclusion, Equality, SEND and Wellbeing Policy.

The school is an independent primary school in Tower Hamlets with an Islamic ethos. The welfare and best interests of children are central. Faith ethos is implemented consistently with safeguarding, equality, human rights, employment, health and safety and education law.

Policy commitments

- Act lawfully, promptly, proportionately and in the child's best interests.
- Listen to children and take account of age, development, communication, disability, SEND, EAL, culture and vulnerability.
- Keep clear, factual, secure records of decisions, actions, rationale and review.
- Escalate concerns and seek competent advice rather than allowing uncertainty to cause delay.
- Monitor implementation and learn from incidents, complaints, near misses, pupil voice and external guidance.

Responsibilities

- The proprietor/governing body retains strategic oversight, approves the policy, assures resources and receives evidence of effectiveness.
- The Headteacher implements the policy, assigns competent leads, ensures training and reports material risk or non-compliance.
- The DSL leads safeguarding aspects and is consulted whenever a child may be at risk of harm.
- The SENCO advises on SEND, disability, communication and reasonable adjustments.
- All staff follow procedures, maintain professional curiosity, record accurately and report concerns immediately.
- Pupils and parents are expected to follow school rules and are given accessible ways to ask questions, seek help and raise concerns.

Transparency

- Publish fees, deposits, extras, notice periods, refunds and debt procedures clearly before contract.
- Give reasonable notice of changes and apply contractual terms consistently.

Arrears and hardship

- Engage early, maintain confidentiality and consider payment plans without unlawful discrimination.
- Any decision affecting a pupil's place must follow the parent contract, safeguarding duties and fair written notice.

Equality, SEND and accessibility

The school applies the Equality Act 2010, anticipates reasonable adjustments and avoids blanket decisions. Staff distinguish deliberate misconduct from behaviour or difficulty arising from disability, SEND, communication need, trauma or medical condition. Information and processes are made accessible, and the pupil's voice is sought in a way they can understand.

Records, confidentiality and information sharing

Records are factual, dated, attributable, access-controlled and retained under the Data Protection and Information Governance Policy (retention section). Information is shared on a need-to-know basis when lawful and necessary. Safeguarding information is shared promptly to protect a child; data protection law is not used as a reason to withhold necessary safeguarding information.

Training, monitoring and assurance

- Induction and refresher training are proportionate to role and risk.
- The policy lead monitors incidents, timeliness, outcomes, equality impact, recurring themes and overdue actions.
- Material breaches are reported promptly to the Headteacher and governing body/proprietor and, where required, regulators or authorities.
- This policy is reviewed at least annually and sooner after significant incidents, legal change, updated statutory guidance or evidence that arrangements are ineffective.

Related school policies

- Admissions Policy
- Parents Complaints Policy
- Data Protection Policy

Legal and guidance framework

- Equality Act 2010
- KCSIE 2026
- Independent School Standards guidance (April 2026)
- Independent school inspection toolkit (August 2026)
- Children's Wellbeing and Schools Act 2026

Legal status note: KCSIE 2025 applies through 31 August 2026. This August review is written for implementation from 1 September 2026 and therefore adopts KCSIE 2026, the statutory mobile-phone guidance and the revised Relationships, Sex and Health Education guidance where relevant. Proposed SEND reforms are not treated as enacted duties unless commenced.

Payment procedures

Transparent fee information

Before a place is accepted, parents receive the current fee schedule, deposit and registration arrangements, what is included, optional and compulsory extras, payment dates, notice requirements, refund terms, late-payment consequences and the route for questions. No material charge is introduced without the notice required by the parent contract.

Billing, reconciliation and financial difficulty

Invoices identify the pupil, period, charge, credit, payment received, balance and due date. The finance lead reconciles the fees ledger and bank receipts, investigates unmatched items and applies credits consistently. Parents experiencing difficulty should contact the school promptly; any payment plan is written, time-limited, authorised and monitored. Individual financial information is restricted to staff who need it.

Arrears, disputes and leaving

The school distinguishes an invoice query from inability or refusal to pay, responds to disputed items with an itemised explanation, and pauses avoidable escalation while a genuine error is investigated. Arrears action follows the parent contract, uses proportionate written notice and requires Headteacher approval before exclusion from optional services or termination of the place. A final account is issued after departure and deposits or credits are returned or applied in accordance with the contract.

Monitoring, accountability and review

Equality, SEND and accessibility

Decisions must be fair, evidence-based and free from unlawful discrimination. Staff identify and record reasonable adjustments, accessible communication and support required by disability, SEND, medical need, language, religion or belief and other protected characteristics.

Safeguarding priority

Any concern that may indicate abuse, neglect, exploitation, peer-on-peer harm, self-harm, significant vulnerability or risk of serious harm is referred immediately to the DSL. Policy processes must not delay emergency or safeguarding action.

Records and confidentiality

The responsible lead records the decision, evidence, action, communication, support, adjustment, owner and review date in the appropriate secure system. Information is shared on a lawful, necessary and proportionate basis and retained under the school's information-governance requirements.

Training and implementation

The policy owner identifies role-specific induction, refresher training, drills or competency checks. Leaders sample implementation and records, address inconsistency promptly and report material themes and risks to governors.

Review and continuous improvement

The policy is reviewed at least annually, and sooner after a serious incident, complaint, audit finding, statutory or guidance change, recurring pattern or evidence that controls are ineffective. Pupil, parent and staff voice is considered where relevant.

Fees Policy, version 3.0, effective August 2026. This document supersedes the corresponding earlier policy drafts included within it. Previous files remain version-history records and must not be used as concurrent instructions.

Payment checks and decision standards

Transparency before commitment

- Provide the current fee schedule, deposit terms, notice period, payment dates, included and optional charges, refund rules and consequences of non-payment before a parent accepts a place.
- Do not rely on an unpublished charge or retrospective change; communicate fee changes in writing with the notice required by the parent contract.
- Invoices must identify the pupil, period, charge, credit, payment received, balance, due date and contact route for a query.

- Marketing, admissions information, invoices and the parent contract must use consistent descriptions and amounts.

Arrears, hardship and pupil welfare

- Contact families promptly and respectfully when payment is missed, distinguish a query or error from inability or refusal to pay, and document agreed actions.
- Consider a reasonable repayment arrangement or signposting where hardship is disclosed; decisions remain consistent, authorised and recorded and do not promise financial support that has not been approved.
- Never discuss a family's debt with the pupil or use humiliating, discriminatory or safeguarding-inappropriate measures to secure payment.
- Any decision affecting attendance or continued enrolment must follow the parent contract, this policy, safeguarding duties, equality considerations and an authorised escalation process.

Control and assurance

- Separate responsibility for raising charges, receiving money, issuing credits and writing off debt wherever practicable; require documented approval for refunds, waivers and write-offs.
- Reconcile fee records to bank receipts and the pupil roll, restrict access, retain an audit trail and report material arrears or control exceptions to governors.
- Principal framework: parent contract, Consumer Rights Act 2015, Equality Act 2010, UK GDPR and Independent School Standards information requirements.

References and statutory guidance

Linked titles open the current published source. Check the source page for later updates when this policy is reviewed.

1. [**Independent School Standards guidance**](#) - Department for Education, April 2026.
2. [**Keeping children safe in education 2026**](#) - Department for Education; in force from 1 September 2026.
3. [**Working together to safeguard children 2026**](#) - HM Government, updated March 2026.
4. [**Education inspection toolkits and supporting evidence**](#) - Ofsted; September 2026 inspection materials.