

Communications Policy

Brighton Evolving Education Hub Ltd ("Beehub") | Version: September 2026
To be read alongside the Beehub Terms and Conditions and Code of Conduct



1. Purpose and scope

- 1.1 Good communication is the foundation of the partnership between Beehub and the families we work with. This policy sets out how we communicate with you, how to reach us, what you can expect from us, and what we ask of you in return.
- 1.2 It applies to communication between Beehub and parents and carers, between members of staff and families, and between families where that communication concerns Beehub.
- 1.3 This policy sits alongside section 9 of our Terms and Conditions and section 2 of our Code of Conduct, and should be read with our Complaints Policy, Safeguarding Policy and Data Protection Policy.

2. How to contact us

- 2.1 **Email is our main route.** Please write to contact@beehub.uk. This address reaches the General Manager and the Directors, which means your message is seen even if one of us is teaching or away.
- 2.2 **Telephone.** For anything that needs attention on the day, please call 07376 736492. This is the right route for absence, lateness, a change to collection arrangements, or any urgent matter.
- 2.3 Please notify us of an absence by telephone or email no later than 8.45am on the day, as set out in section 7 of our Code of Conduct.
- 2.4 During sessions our staff are teaching and supervising children. The telephone may not be answered immediately and email is not monitored continuously. If a matter is urgent and you cannot reach us by telephone, please say so in your email subject line.

3. How we contact you

- 3.1 We use email for most communication, including invoices, term dates, notices about festivals and events, and anything concerning your child that is not urgent.
- 3.2 We use the telephone where a matter needs your attention the same day, for example if your child is unwell and needs collecting, or if a session cannot run.
- 3.3 We use our website and mailing list for general news about Beehub, and our social media accounts for promotional material only. We never discuss an individual child, family or member of staff on social media.
- 3.4 Parents must give us a current email address and telephone number and keep these up to date, as required by clause 9.1 of our Terms and Conditions. Please make sure the number you give us is one that will reach you during session hours.

4. How quickly we respond

- 4.1 We aim to answer emails from enrolled families within five days, and we ask that you respond to communications from us within the same period.
- 4.2 Anything concerning a child's immediate safety or welfare is dealt with straight away and is never held to these timescales.
- 4.3 Where you make a formal complaint, the timescales in our Complaints Policy apply: we acknowledge a written complaint within three working days and respond in writing within ten working days.
- 4.4 We are a small team. If something has gone unanswered for longer than you expected, please do chase us rather than assume you have been ignored.

5. Talking to staff at the beginning and end of the day

- 5.1 Your child's Class Guardian is the first point of contact for day-to-day matters about your child.
- 5.2 Drop-off and collection are busy, and staff are responsible for supervising children at those times. A brief word is always welcome, but these are not good moments for a conversation that needs proper attention.
- 5.3 If you would like to discuss something in more depth, please ask a member of staff or email us, and we will arrange a time to talk properly, either in person or by telephone.

5.4 Anything that concerns a child's safety should be raised immediately, whatever the time of day.

6. Meetings, festivals and staying informed

6.1 We hold parent meetings and class gatherings through the year, and parents are expected to attend. Please let us know in advance if you cannot, so that alternative arrangements can be made.

6.2 We invite parents to join us in celebrating the passing of the year through regular festivals, which take place during our usual hours and replace certain activities on those days.

7. Raising a concern with us

7.1 If you have a concern or a conflict, please arrange to speak with us so that it can be addressed constructively. We would always rather hear about something early.

7.2 We ask that concerns about Beehub, its staff, its children or other families are raised with us directly, rather than aired in parent group chats or on social media. Something said only in a group chat is something we cannot put right.

7.3 Where a matter is not resolved informally, our Complaints Policy sets out the formal process.

7.4 Nothing in this policy affects your statutory rights, your right to take independent advice, or your right to raise a matter with Ofsted on 0300 123 1231, quoting our registration number 2793276.

8. Communication between families

8.1 Parent group chats and messaging groups are run by parents, not by Beehub. They are a valuable part of community life, but they are not a Beehub channel. We do not monitor them and we cannot act on something raised only there.

8.2 Public criticism of staff, children or other families, whether online or in messaging groups, is not consistent with our Code of Conduct.

8.3 Parents must not photograph or film other people's children at festivals or other Beehub events, and must not share images of other people's children online. Full details are in section 11 of our Code of Conduct.

8.4 Where families share contact details with one another, those details are for that purpose only. Please do not use them for advertising, campaigning or circulating material unrelated to Beehub.

9. Courtesy, and communication we cannot accept

9.1 We value kindness and respect. Communication with and about our staff, our children and our families should remain courteous at all times, in every direction. That applies to us as much as to you.

9.2 Beehub does not accept abusive, threatening or persistently hostile communication. This includes shouting at or intimidating a member of staff, offensive or derogatory language, and repeated correspondence on a matter that has been answered and closed.

9.3 Where this occurs, we may take one or more of the following steps. We will tell you in writing if we do, explain why, and say how long the arrangement will last and when it will be reviewed:

- limit correspondence to a single named point of contact at Beehub
- ask that communication takes place by email only, so that there is a clear record
- set a reasonable limit on the frequency or length of correspondence
- decline to respond further to repeated correspondence on a matter that has been concluded, while continuing to read anything new

9.4 These steps are about protecting our staff and keeping the setting running. They do not stop you raising a new concern, making a complaint, or contacting Ofsted.

9.5 Serious or persistent breaches of this section may be dealt with under section 4.2 of our Exclusion Policy. Threats, harassment or abuse that may amount to a criminal offence will be reported to the police.

10. Communication between staff and families

10.1 Staff communicate with families through Beehub channels only. Staff do not use personal email addresses, personal telephone numbers or personal social media accounts to communicate with parents about Beehub matters.

10.2 Staff do not contact children directly, and do not connect with children on social media or messaging platforms.

- 10.3 Where a member of staff is also a friend or neighbour of a family, both parties should keep Beehub matters to Beehub channels, so that there is a proper record and so that no family is at a disadvantage.
- 10.4 Staff do not use personal devices to photograph or film children. Photographs are taken only on the Beehub device kept for that purpose, and only where parents have given consent, as set out in section 11 of our Code of Conduct and section 8 of our Data Protection Policy.
- 10.5 If you are concerned about the way a member of staff has communicated with you or with a child, please raise it with the Designated Safeguarding Lead, Ruth Lovegrove, or with a Director. Concerns that fall short of a safeguarding referral are recorded and reviewed as low-level concerns under section 12 of our Safeguarding Policy.

11. Children and mobile phones

- 11.1 Beehub is a phone-free setting. Phones must be switched off and stored in the phone box for the duration of the day, and children must not use a phone to take photographs of any kind while at Beehub. The full arrangements are in section 9 of our Code of Conduct.
- 11.2 If you need to reach your child during a session, please telephone us on 07376 736492 and we will pass a message on.

12. Communication in an emergency or at short notice

- 12.1 Where we have to cancel a session at short notice, for example because of extreme weather, we will contact you by telephone or text message as early as we can, and follow up by email.
- 12.2 In an incident involving your child, we contact the parent named on the registration form first. Please make sure the emergency contact details we hold are current.
- 12.3 Where a child cannot be located, or has not been collected, we follow our Missing Child Procedure and section 6 of our Code of Conduct.

13. Your information

- 13.1 The contact details you give us are held and used in accordance with our Data Protection Policy. We will only ever share information with a parent about their own child.
- 13.2 Information given to us about a child is not passed to third parties without permission, unless there is a safeguarding issue, as covered in our Safeguarding Policy.

14. Accessibility

- 14.1 If you would find it easier to receive information in a different format, or if English is not your first language and written communication is difficult, please tell us. We will do what we reasonably can to make communication work for your family.

15. Related policies

- 15.1 This policy should be read alongside our Terms and Conditions, Code of Conduct, Complaints Policy, Safeguarding Policy, Data Protection Policy, Exclusion Policy and Missing Child Procedure, all of which are published at beehub.uk.

Reviewed and updated by Tom Smith (Director) and Ruth Lovegrove (General Manager and Designated Safeguarding Lead). Version: September 2026. Next review: September 2027.

Brighton Evolving Education Hub Ltd is a company limited by guarantee, registered in England and Wales, company number 14900560. Registered office: 85 Church Road, Hove BN3 2BB. Sessions take place at One Church, Florence Road, Brighton.