

Complaints 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

- 1.1 Beehub is committed to providing a safe, stimulating, consistent and accessible service to children and their parents. We aim to provide a high quality experience for everyone, but we accept that things do not always go to plan. When that happens we want to know, so that we can put it right and learn from it.
- 1.2 This policy sets out Beehub's formal complaints procedure. It applies to complaints from parents, carers and children about any aspect of Beehub's provision or about the conduct of a member of staff.

2. Who handles complaints

- 2.1 Complaints are normally handled by the General Manager (Ruth Lovegrove). Where a complaint is about the General Manager, it is handled by a Director who is not the subject of the complaint. Where a complaint concerns both Directors, parents may complain directly to Ofsted, as set out in section 8.
- 2.2 All complaints made to staff are recorded in the Incident Record Log. Every member of staff keeps a record of complaints, compliments and comments, deals with them directly where possible, and passes them on where a satisfactory outcome has not been reached.

3. Stage one: raising a concern informally

- 3.1 Where a parent, carer or child has a concern about some aspect of Beehub's activity, or about the conduct of an individual member of staff, it is often possible to resolve it by speaking to the person concerned, or to the General Manager. Beehub is committed to open and regular dialogue with families, and welcomes all comments on our provision, whether positive or negative.
- 3.2 In the first instance we encourage parents, carers and children to speak directly to the relevant member of staff where that feels appropriate. Where it does not, the General Manager should be approached and will try to resolve the matter.
- 3.3 Where a satisfactory resolution cannot be found informally, stage two comes into operation.

4. Stage two: a formal written complaint

- 4.1 A formal complaint should be put in writing to contact@beehub.uk, setting out the detail of the complaint and including relevant names, dates, evidence and any other important information.
- 4.2 We will acknowledge receipt of a written complaint within three working days.
- 4.3 We will investigate and send a full written response within ten working days of receipt. Where an investigation genuinely requires longer, for example because it involves several people or an external agency, we will tell you before the ten working days have passed, explain why, and give you a date by which you will receive our response. That date will be no more than 28 working days from receipt of the complaint.
- 4.4 The response will be sent to the parent or carer concerned, and copied to relevant members of staff where appropriate. It will set out our findings, what we propose to do about the complaint, and any changes to Beehub's policies or procedures arising from the investigation.
- 4.5 The General Manager will arrange a time to meet the parent or carer concerned, and any other relevant individuals, to discuss the complaint and our response to it, and will judge whether it is better for everyone to meet together or separately.

5. Stage three: review by the Directors

- 5.1 Where a parent remains dissatisfied following our stage two response, they may ask in writing for the matter to be reviewed by the Directors. The request should be made within ten working days of our response and should explain what remains unresolved.
- 5.2 The review will be carried out by a Director who has not previously been involved in the complaint, where that is possible, and the outcome will be communicated in writing within ten working days. This is the final stage of Beehub's internal procedure.

6. Safeguarding and criminal matters

- 6.1 Where anyone handling a complaint has reason to believe that the situation has child protection implications, they will inform the Designated Safeguarding Lead and ensure that children's social care is contacted, in accordance with our Safeguarding Policy.
- 6.2 Where any party involved in a complaint has reason to believe that a criminal offence has been committed, they will contact the police.

7. Records

- 7.1 Records of complaints are kept securely for three years, in accordance with our Data Protection Policy.

8. Complaining to Ofsted

- 8.1 Any parent or carer may, at any time and at any stage, submit a complaint to Ofsted about any aspect of our registered provision. Ofsted considers and investigates all complaints it receives. Ofsted can be contacted on 0300 123 1231. Beehub's registration number is 2793276.
- 8.2 Nothing in this policy affects your statutory rights, your right to take independent advice, or your right to pursue a matter through any other lawful route.

9. Related policies

- 9.1 This policy should be read alongside our Terms and Conditions, Code of Conduct, Safeguarding Policy, Exclusion Policy and Data Protection Policy, 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.