



## **Brighton Evolving Education Hub Communications Policy**

### **1. Introduction and Purpose**

Effective communication between Beehub and parents is essential for supporting children's education and wellbeing. This policy outlines the expectations, methods, and procedures for communication between Beehub and families.

Good communication is built on mutual respect, timely responses, and constructive engagement. This policy applies to all forms of communication including email, telephone, face-to-face meetings, and any other methods used.

### **2. Response Timeframes**

#### **2.1 Parent Responsibilities**

Parents must respond to communications from Beehub within the following timeframes:

- Routine communications (e.g., newsletters, general updates): 3 working days
- Communications about the child's progress, behaviour, or wellbeing: 3 working days
- Urgent communications (e.g., behaviour incidents, safeguarding concerns, immediate collection required): 24 hours or as soon as reasonably possible
- Meeting requests: 5 working days, either accepting the proposed time or suggesting alternative dates
- Required meetings (to address serious concerns): Must attend within 3 weeks of the request or provide a reasonable explanation for delay

#### **2.2 Beehub Responsibilities**

Beehub will respond to parent communications within the following timeframes:

- Routine enquiries: 3 working days
- Concerns about a child: 3 working days, or sooner if urgent
- Formal complaints: 10 working days
- Urgent safeguarding matters: Immediately, or as soon as reasonably possible

#### **2.3 Working Days**

For the purposes of this policy, 'working days' means Monday to Friday during term time, excluding bank holidays and school holidays.

### **3. Methods of Communication**

#### **3.1 Primary Method: Email**

Email is the primary method of communication for non-urgent matters:

- Beehub email: [contact@beehub.uk](mailto:contact@beehub.uk)
- Parents must provide and maintain a current email address
- Parents must check their email regularly (at least every 3 working days during term time)
- Parents should ensure Beehub emails are not filtered to spam folders

#### **3.2 Telephone Communication**

Telephone communication should be used for:

- Urgent matters requiring immediate attention
- Matters that cannot wait for email response
- When a child needs to be collected early
- Last-minute changes to collection arrangements
- Absence notifications if unable to email by 8.45am

Beehub telephone: 07376 736492

Parents must provide and maintain current telephone contact details for both routine and emergency use.

#### **3.3 Face-to-Face Communication**

Brief informal conversations at drop-off or pick-up are welcome for quick updates or questions. However, detailed discussions about a child's progress, behaviour, or any concerns should be arranged through:

- Scheduled meetings (in person or via video call)
- Email exchange followed by a meeting if needed

Staff may not be able to engage in lengthy conversations during drop-off or pick-up times due to safeguarding and supervision responsibilities.

### **4. Contact Information Requirements**

Parents must provide and maintain:

- At least one current email address
- At least one current mobile telephone number
- At least one emergency contact (name and telephone number) who is not a parent
- Updated information if contact details change

Parents must inform Beehub of:

- Any periods when they will be unavailable by phone or email (e.g., travel abroad)
- Alternative contact arrangements during periods of unavailability
- Any changes to emergency contact details

Failure to provide current contact information or to inform Beehub of unavailability may be treated as a safeguarding concern and could result in exclusion.

## 5. Meetings

### 5.1 Requesting Meetings

Parents may request a meeting by:

- Sending an email to [contact@beehub.uk](mailto:contact@beehub.uk)
- Speaking to staff at drop-off or pick-up (who will then arrange via email)
- Telephoning during Beehub hours

Beehub may request meetings to discuss:

- The child's progress or development
- Concerns about behaviour or wellbeing
- Academic or social concerns
- Changes to provision or placement
- Any other matters affecting the child's education

### 5.2 Meeting Arrangements

Meeting requests will include:

- The purpose of the meeting
- Proposed dates and times (usually 2-3 options)
- Who will attend from Beehub
- Whether the meeting will be in person or via video call
- An indication of how long the meeting is expected to last

Parents should respond within 5 working days, either:

- Accepting one of the proposed times
- Suggesting alternative dates if the proposed times are not suitable

### 5.3 Required Meetings

Some meetings are 'required meetings' where attendance is expected as part of the partnership between home and Beehub. Required meetings include those to discuss:

- Serious concerns about the child's behaviour, safety, or welfare
- Whether Beehub can continue to meet the child's needs
- Potential exclusion or change to provision
- Breakdown in communication or partnership

Parents must attend required meetings within 3 weeks of the request, or provide a reasonable explanation for any delay. Failure to attend required meetings without reasonable explanation may be treated as a breach of the Terms and Conditions and could lead to review of the child's placement or exclusion.

## **5.4 Support Persons at Meetings**

Parents may bring a support person to meetings. This could be:

- A family member
- A friend
- An advocate

Parents should inform Beehub in advance if they wish to bring a support person.

Legal representation is not normally appropriate for Beehub meetings unless:

- The meeting concerns formal exclusion procedures
- Both parties have agreed in advance

## **5.5 Recording Meetings**

Either party may record meetings (audio), provided:

- The other party is informed in advance (normally at least 24 hours before the meeting)
- If one party wishes to record, both parties may record
- Recordings are stored securely and in accordance with GDPR
- Recordings are not shared with third parties without consent (except where required by law)

Beehub will normally take written minutes of meetings. Parents may request a copy of the minutes.

## **6. Unacceptable Communication**

Beehub is committed to maintaining a respectful and professional environment for all staff, parents, and children. The following types of communication are unacceptable:

### **6.1 Aggressive or Abusive Communication**

- Shouting, swearing, or using aggressive language
- Threatening behaviour or intimidation
- Abusive, threatening, or offensive emails or messages
- Personal attacks on staff members
- Discriminatory or prejudiced language

### **6.2 Excessive Communication**

- Sending more than 3 emails per day without prior agreement
- Making repeated telephone calls outside agreed times
- Making unreasonable demands on staff time
- Repeatedly raising the same issue after it has been addressed

### **6.3 Inappropriate Communication**

- Communications sent outside reasonable hours (before 8am or after 8pm) except in genuine emergencies
- Using social media to complain about or criticise Beehub, staff, or other families publicly

- Sharing confidential information about other children or families
- Contacting staff on personal email addresses or social media without their consent
- Making vexatious or malicious complaints

#### **6.4 Legal Threats**

- Threatening legal action during routine communications
- Using legal threats as a means of pressuring staff
- Threatening to contact regulatory bodies (e.g., Ofsted) without first following Beehub's complaints procedure

Note: Parents have every right to seek legal advice and to pursue legal action if they believe it necessary. However, the use of legal threats in routine communications is unhelpful to maintaining a constructive partnership. If parents pursue legal action, the child's place will be suspended in accordance with the Terms and Conditions and Exclusion Policy.

### **7. Consequences of Unacceptable Communication**

If a parent engages in unacceptable communication, Beehub may:

- Issue a verbal warning
- Issue a written warning
- Require all future communications to be in writing only
- Limit communications to specific staff members only
- Restrict the parent from Beehub premises (alternative drop-off/pick-up arrangements would be required)
- Request that the parent bring a support person or mediator to future communications
- Review the child's placement at Beehub
- Exclude the child in accordance with the Exclusion Policy
- In cases of threatening or violent behaviour, contact the police

The specific action taken will depend on the severity and frequency of the unacceptable communication.

### **8. When Communication Breaks Down**

If there are persistent communication difficulties between parents and Beehub, the Directors will:

1. Arrange a meeting to discuss the communication issues
2. Identify the barriers to effective communication
3. Agree on strategies to improve communication
4. Set clear expectations and review dates
5. If communication difficulties persist despite efforts to resolve them, review whether the partnership can continue

Beehub recognises that effective communication requires effort from both parties. We are committed to working with parents to overcome communication barriers where possible.

## **9. Complaints About Communication**

If parents are dissatisfied with Beehub's communication, they should:

1. Raise concerns informally with the relevant staff member or class teacher
2. If unresolved, submit a formal written complaint to [contact@beehub.uk](mailto:contact@beehub.uk)
3. Beehub will respond within 10 working days
4. If still unresolved, request a review by the Directors

## **10. Policy Review**

This policy will be reviewed annually or more frequently if required by changes in circumstances or feedback from parents and staff.

Next review date: December 2026

## **Contact Information**

Brighton Evolving Education Hub

Email: [contact@beehub.uk](mailto:contact@beehub.uk)

Telephone: 07376 736492

Website: [beehub.uk](http://beehub.uk)

Designated Safeguarding Lead: Ruth Lovegrove

Deputy DSL: Tom Smith

Director: Tom Smith

Brighton Evolving Education Ltd - Company Number 14900560

Reviewed and updated: December 2025