

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

Communications Policy

Specialist online education for neurodivergent young people

Document	Communications Policy
Version	05.26
Status	live
Last reviewed	21 May 2026
Next review	21 May 2027
Owner	Head
Approved by	Proprietor + Governing Body

1. Purpose

This policy sets out how The Haven communicate internally and externally. It applies to communication between staff, with learners and families, with commissioners and partners, and to public communication via website, social media and press.

2. Principles

- We communicate clearly, in plain English, in a way that is accessible to neurodivergent readers.
- We communicate respectfully, regardless of disagreement.
- We are open and timely; delay damages trust.
- We protect personal data and confidentiality at all times.
- We model the language we want others to use: neuro-affirming, identity-respecting, free of pathologising terminology.
- We are honest about what we do, what we don't do, and where we are still learning.

3. Communication with families

Families are entitled to clear, timely, honest communication. Our standards:

- Routine queries: response within two working days during term.
- Safeguarding-relevant matters: immediate response by the DSL or appointed deputy.
- Concerns about a learner's well-being or progress: proactive contact, not reactive.
- Scheduled review meetings at agreed intervals.

- Out-of-hours: monitored channels for genuine emergency; otherwise responded to in the next working window.

4. Communication with commissioners and partners

Commissioners (Local Authorities, schools) and partners receive:

- Clear contractual terms at point of placement or engagement.
- Agreed reporting on attendance, engagement and progress.
- Transparent communication about any safeguarding concern or significant change in the placement.
- Single named point of contact where helpful.

5. Internal communication

- Staff use designated channels for team communication; communication with learners and families is routed through approved platforms only.
- Staff respond promptly to internal communication during their working hours.
- Sensitive information is shared on a need-to-know basis.
- Disagreements are raised through line management and supervision, not through public channels.

6. Public communication, website and social media

- Public communication is approved by the Proprietor or delegate.
- Personal opinions of staff are not represented as those of The Haven.
- Identifiable images of learners are only used with consent (see Declaration: Photos, Videos and Lesson Recordings).
- Press enquiries are routed to the Proprietor.

7. AI-assisted communication

Use of AI tools in drafting communication is governed by the Responsible Use of AI Policy. Drafts are reviewed by a human before sending. AI is not used to draft communication concerning safeguarding without explicit oversight.

8. Confidentiality and data protection

All communication respects the Data Protection Policy and the Privacy Notices. Personal data is shared only where there is a lawful basis.

9. Complaints

Complaints about communication or about other aspects of the service are addressed under the Complaints Policy.

10. Related documents

- Data Protection Policy

- Privacy Notices
- Responsible Use of AI Policy
- Online Safety Policy
- Staff Conduct Policy
- Complaints Policy

11. Review

This policy is reviewed annually by the Proprietor and approved by the Board of Governors.

Document version	1.0
Date issued	May 2026
Next review	May 2027
Document owner	Proprietor
Approved by	Board of Governors

This PDF was generated from the published policy at policies.thehavenonline.school on 26 August 2026. The website is the authoritative, most current version of this policy.