

Hyde Lodge

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Hyde Lodge Contacts

Role	Name	Contact Details
Service Lead If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Linzi Jones	linzi.jones@the-aurora-group.com 07387 418920
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Kim Welsh	Kim.Welsh@the-aurora-group.com 07392 872786
Head Office/Central Team Function Leads: If you have a complaint about a Aurora central team member and do not want to approach them directly	Business Development Director: Kat Carter Chief Finance Officer: Rebecca Northall Estates Director: Nick West People Director (HR): Jane Jarvis Quality Assurance Director: Lesley Dalglish	The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG Email: info@the-aurora-group.com Telephone: 020 3617 0170
People Director <i>If you have a complaint about the Operations director or a central function lead and do not want to approach them directly</i>	Jane Jarvis	People Director, The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG Email: info@the-aurora-group.com Telephone: 020 3617 0170
General enquiries <i>If you are unsure who to contact or need any assistance with this policy</i>		Email: info@the-aurora-group.com Telephone: 020 3617 0170 Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG