

Boveridge College & The Beeches School Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Boveridge College & The Beeches School Contacts

| Role | Name | Contact Details |
|---|--|---|
| Site Lead If you have a complaint about the site, service or a member of staff who you do not want to | Lloyd Richards | Lloyd.richards@the-aurora- group.com 01725 551247 07341 773967 |
| approach directly. | | |
| Operations Director | Kim Welsh | Kim.Welsh@the-aurora-group.com |
| If you have a complaint about the Site Lead or service and do not want to approach them directly | | 07392 872786 |
| Head Office/Central Team Function Leads: If you have a complaint about | Business Development Director: Kat Carter Chief Finance Officer: | The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG |
| a Aurora central team member and do not want to approach them directly | Rebecca Northall | Email: info@the-aurora-group.com |
| | Estates Director: Nick West | Telephone: 020 3617 0170 |
| | People Director (HR): Jane Jarvis | |
| | Quality Assurance Director: Lesley Dalgleish | |
| People Director If you have a complaint about the Operations director or a central function lead and do | Jane Jarvis | People Director, The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG |
| not want to approach them | | Email: info@the-aurora-group.com |
| directly | | Telephone: 020 3617 0170 |
| General enquiries | | Email: info@the-aurora-group.com |
| If you are unsure who to contact or need any | | Telephone: 020 3617 0170 |
| assistance with this policy | | Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG |