

## Woodlands School

# Complaints Policy

Please refer to Main Policy A7 Complaints Policy

### Aurora Woodlands School Contacts

| Role  | Name  | Contact Details   |
|---|---|---|
| <b>Site Lead</b><br>If you have a complaint about the site, service or a member of staff who you do not want to approach directly.                          | Sarah Gregory   | <a href="mailto:sarah.gregory@the-aurora-group.com">sarah.gregory@the-aurora-group.com</a><br>01254 706600  |
| <b>Operations Director</b><br>If you have a complaint about the Site Lead or service and do not want to approach them directly                              | Pam Eyre  | <a href="mailto:pam.eyre@the-aurora-group.com">pam.eyre@the-aurora-group.com</a><br>07503 663331  |
| <b>Head Office/Central Team Function Leads:</b><br>If you have a complaint about a Aurora central team member and do not want to approach them directly     | Business Development Director: Kat Carter<br><br>Chief Finance Officer: Rebecca Northall<br><br>Estates Director: Nick West<br><br>People Director (HR): Jane Jarvis<br><br>Quality Assurance Director: Lesley Dalglish | The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG<br><br>Email: <a href="mailto:info@the-aurora-group.com">info@the-aurora-group.com</a><br><br>Telephone: 020 3617 0170                  |
| <b>People Director</b><br><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<br><br>Email: <a href="mailto:info@the-aurora-group.com">info@the-aurora-group.com</a><br><br>Telephone: 020 3617 0170 |
| <b>General enquiries</b><br><i>If you are unsure who to contact or need any assistance with this policy</i>   |   | Email: <a href="mailto:info@the-aurora-group.com">info@the-aurora-group.com</a><br><br>Telephone: 020 3617 0170<br><br>Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG            |