

Aurora Summerfield School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Summerfields 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 approach directly.	Tracy Whitehurst Principal Kirsty Jockel Head of School	Summerfields School Summerfields Village Centre, Dean Row, SK9 2TA 01625 786290
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Pam Eyre	The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG
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