

## Eccles School

# Complaints Policy

Please refer to Main Policy A7 Complaints Policy

### Aurora Eccles School Contacts

Role	Name	Contact Details
Service Lead (Headteacher)	Chris MacKinnon	<a href="mailto:Chris.mackinnon@the-aurora-group.com">Chris.mackinnon@the-aurora-group.com</a> 01953 887217
Site Lead If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Arabella Hardy	<a href="mailto:Arabella.Hardy@the-aurora-group.com">Arabella.Hardy@the-aurora-group.com</a> 07884 748104/01953 887217
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Phil Jonas	<a href="mailto:Phil.Jonas@the-aurora-group.com">Phil.Jonas@the-aurora-group.com</a> 07770 072 870
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: <a href="mailto:info@the-aurora-group.com">info@the-aurora-group.com</a>  Telephone: 020 3617 0170
<b>People Director</b> <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: <a href="mailto:info@the-aurora-group.com">info@the-aurora-group.com</a>  Telephone: 020 3617 0170
<b>General enquiries</b> <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>  Telephone: 020 3617 0170  Post: The Aurora Group, Unit 13, Twigworth Court Business Centre,

		Tewkesbury Road, Gloucester GL2 9PG
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