

White House School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora White House School Contacts

Role	Name	Contact Details
Service Lead (Headteacher)	David Clarke	David.clarke@the-aurora-group.com 01953 887217
Site Lead <i>If you have a complaint about the site, service or a member of staff who you do not want to approach directly.</i>	Arabella Hardy	Arabella.Hardy@the-aurora-group.com 07884 748104/01953 887217
Operations Director <i>If you have a complaint about the Site Lead or service and do not want to approach them directly</i>	Phil Jonas	Phil.Jonas@the-aurora-group.com 07770 072 870
Head Office/Central Team Function Leads: <i>If you have a complaint about a Aurora central team member and do not want to approach them directly</i>	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		Email: info@the-aurora-group.com Telephone: 020 3617 0170

<i>If you are unsure who to contact or need any assistance with this policy</i>		Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG
---	--	--