

## Vincent House School

# Complaints Policy

Please refer to Main Policy A7 Complaints Policy

## Aurora Vincent House Contacts

Role	Name	Contact Details
<b>Service Lead</b> If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Rob Walton	<a href="mailto:Robert.walton@the-aurora-group.com">Robert.walton@the-aurora-group.com</a> 01403 337500
<b>Operations Director</b> 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>
<b>Head Office/Central Team Function Leads:</b> 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