

## Meldreth Manor / Orchard Manor

# Complaints Policy

Please refer to Main Policy A7 Complaints Policy

### Aurora Meldreth Manor / Orchard Manor Contacts

Role	Name	Contact Details
<b>Site Lead</b> If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Denise Grayston	01763 268010 <a href="mailto:Denise.grayston@theauroragroup.co.uk">Denise.grayston@theauroragroup.co.uk</a>
<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  Tony Wray (school)	07770 072870 <a href="mailto:Phil.Jonas@theauroragroup.co.uk">Phil.Jonas@theauroragroup.co.uk</a>  07471 527872 <a href="mailto:tony.wray@theauroragroup.co.uk">tony.wray@theauroragroup.co.uk</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@theauroragroup.co.uk">info@theauroragroup.co.uk</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@theauroragroup.co.uk">info@theauroragroup.co.uk</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@@theauroragroup.co.uk">info@@theauroragroup.co.uk</a>  Telephone: 020 3617 0170  Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG