

## Eccles School

# Complaints Policy

Please refer to Main Policy A7 Complaints Policy

### Aurora Eccles School Contacts

| Role  | Name  | Contact Details   |
|---|---|---|
| <b>Service Lead (Headteacher)</b><br>If you have a complaint about the service or a member of staff who you do not want to approach directly.               | Chris MacKinnon   | <a href="mailto:Chris.mackinnon@theauroragroup.co.uk">Chris.mackinnon@theauroragroup.co.uk</a><br>01953 887217  |
| <b>Site Lead</b><br>If you have a complaint about the site or Headteacher.  | Arabella Hardy  | <a href="mailto:Arabella.Hardy@theauroragroup.co.uk">Arabella.Hardy@theauroragroup.co.uk</a><br>07884 748104/01953 887217   |
| <b>Operations Director</b><br>If you have a complaint about the Service Lead, Site Lead or service and do not want to approach them directly.               | Tony Wray   | <a href="mailto:tony.wray@theauroragroup.co.uk">tony.wray@theauroragroup.co.uk</a><br>07471 527872  |
| <b>Head Office/Central Team Function Leads:</b><br>If you have a complaint about an Aurora central team member and do not want to approach them directly    | Business Development Director: Kat Carter<br><br>Chief Finance Officer: Rebecca Northall<br><br>Estates Director: Nick West<br><br>People Director (HR): Jane Jarvis<br><br>Quality Assurance Director: Lesley Dagleish | The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG<br><br>Email: <a href="mailto:info@theauroragroup.co.uk">info@theauroragroup.co.uk</a><br>Telephone: 020 3617 0170                  |
| <b>People Director</b><br><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<br><br>Email: <a href="mailto:info@theauroragroup.co.uk">info@theauroragroup.co.uk</a><br>Telephone: 020 3617 0170 |
| <b>General enquiries</b><br><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><br>Telephone: 020 3617 0170<br>Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG                |