

Hedgeway School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Hedgeway School Contacts

Role	Name	Contact Details
<p>Site Lead _HOS</p> <p>If you have a complaint about the site, service or a member of staff who you do not want to approach directly.</p> <p>Principle</p>	<p>Natalie Scott Sheppard</p> <p>Klaire Rowland</p>	<p>Natalie.scott-sheppard@theauroragroup.co.uk</p> <p>07796088727</p> <p>Klaire.Rowland@theauroragroup.co.uk</p> <p>07776658573</p>
<p>Operations Director</p> <p>If you have a complaint about the Site Lead or service and do not want to approach them directly</p>	<p>Kim Welsh</p>	<p>Kim.Welsh@theauroragroup.co.uk</p> <p>07392 872786</p>
<p>Head Office/Central Team Function Leads:</p> <p>If you have a complaint about a Aurora central team member and do not want to approach them directly</p>	<p>Business Development Director: Kat Carter</p> <p>Chief Finance Officer: Rebecca Northall</p> <p>Estates Director: Nick West</p> <p>People Director (HR): Jane Jarvis</p> <p>Quality Assurance Director: Lesley Dalglish</p>	<p>The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG</p> <p>Email: info@theauroragroup.co.uk</p> <p>Telephone: 020 3617 0170</p>
<p>People Director</p> <p><i>If you have a complaint about the Operations director or a central function lead and do not want to approach them directly</i></p>	<p>Jane Jarvis</p>	<p>People Director, The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG</p> <p>Email: info@theauroragroup.co.uk</p> <p>Telephone: 020 3617 0170</p>
<p>General enquiries</p> <p><i>If you are unsure who to contact or need any assistance with this policy</i></p>		<p>Email: info@theauroragroup.co.uk</p> <p>Telephone: 020 3617 0170</p> <p>Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG</p>