

Linemere School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Linemere School Contacts

Role	Name	Contact Details
Site Lead If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Creslyn Singh	Creslyn.singh@theauroragroup.co.uk
Principal If you have a complaint about the Site Lead or service and do not want to approach them directly	Klaire Rowland	Klaire.rowland@theauroragroup.co.uk 07776658573
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Kim Welsh	Kim.Welsh@theauroragroup.co.uk 07392 872786
Head Office/Central Team Function Leads: 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 Dagleish	The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG Email: iinfo@theauroragroup.co.uk 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@theauroragroup.co.uk Telephone: 020 3617 0170

<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 Telephone: 020 3617 0170</p> <p>Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG</p>
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