

Aurora Rowan School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Rowan School Contacts

Role	Name	Contact Details
<p>Service Lead</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>Residential – complaints regarding residential services can in the first instance be taken to the Pastoral Care Lead</p>	<p>Lesley Walkden</p> <p>Kerrie Turner</p>	<p>Lesley.walkden@the-aurora-group.com</p> <p>0118 9073322</p> <p>Kerrie.turner@the-aurora-group.com</p> <p>0118 9073322</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>Phil Jonas</p>	<p>phil.jonas@the-aurora-group.com</p>
<p>Head Office/Central Team Function Leads:</p> <p>If you have a complaint about an 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>