

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Chaldon 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. | Amy Thoreau Head of School David Thomas Principal | Amy.Thoreau@theauroragroup.co.uk David.Thomas@theauroragroup.co.uk 01737 307150 |
| Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly | Phil Jonas Kim Welsh | phil.jonas@theauroragroup.co.uk 07770 072 870 kim.welsh@theauroragroup.co.uk 07392 872 786 |
| 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: info@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 |
| General enquiries <i>If you are unsure who to contact or need any assistance with this policy</i> | | Email: info@theauroragroup.co.uk Telephone: 020 3617 0170 Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG |