

Aurora Brooklands School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Brooklands Contacts

Role	Name	Contact Details
Service Lead If you have a complaint about the site, service or a member of staff who you do not want to approach directly.	Katie Lyon Head Teacher	Katie.lyon@theauroragroup.co.uk 01772 454826
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Pam Eyre	Pam.eyre@theauroragroup.co.uk
Head Office/Central Function Leads: If you have a complaint about an 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 Dalglish	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