Aurora

Aurora Brampton Valley School

Complaints Policy

Please refer to Main Policy A7 Complaints Policy

Aurora Brampton Valley School 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.	Emma Williams	Emma.Williams@theauroragroup.co.uk 07483529307
Operations Director If you have a complaint about the Site Lead or service and do not want to approach them directly	Adrian O'Malley	adrian.omalley@theauroragroup.co.uk 07860715578
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 Dalgleish	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 *If you have a complaint about the Operations director or a central function lead and do not want to approach them directly*	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 *If you are unsure who to contact or need any assistance with this policy*		Email: info@theauroragroup.co.uk Telephone: 020 3617 0170 Post: The Aurora Group, Unit 13, Twigworth Court Business Centre, Tewkesbury Road, Gloucester GL2 9PG

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