



Croydon Drop In Young People's Charter

Our promise to you....

We will:

- Provide a service that offers a safe space for you and respects who you are
- Offer a service that commits to helping all children and young people
- Be transparent with you about any information we may need to keep
- Inform you of how personal information will be treated
- Provide you with a high quality service
- Act on any comments, suggestions or complaint you may have and ensure this is taken seriously
- Invite you to have your say and involvement whenever possible when we are writing policies, procedures and publicity and also with our recruitment processes
- Any conversation with a staff member will be considered confidential. This information will not be passed on to anyone unless to protect you or someone else from serious harm. We will always discuss this with you first

You promise us.....

To:

- Be mutually respectful towards other young people and adults
- Be responsible for your words and actions
- Be mindful of your own behaviour and your impact on others
- Attend appointments when arranged but if you cannot make your appointment, then let us know in advance
- Please respect our safe space. Do not bring weapons, drugs or alcohol on to our premises