



## **Five Lamps Youth Services Customer Charter**

### **Our Service**

In order to support you at the Youthy you can expect that:

Our youth workers will be friendly, fun and easy to talk to

Our youth workers will do their best to give you reliable and confidential help, information and advice.

Our youth workers will treat everyone equally

Your suggestions and ideas for activities will be considered carefully.

Whilst attending the Youthy you will feel safe in the centre.

### **Our Promise**

We want you to regularly use the Youthy, so our promise to you is to be:

Non-Judgemental

Knowledgeable

Available

Flexible

Accessible

Professional

Approachable

Respectful

Honest and Transparent

### **How you can help**

Treat each other and youth workers with respect

Encourage each other to act in a mature and responsible way

Stick to the rules in the Youthy

Undertake the activities that have been agreed as a group

We welcome your feedback on the service and use it to continuously improve what we do. If you would like to comment on any aspects of our service please contact us on 01642 608316 or e-mail [info@fivelamps.org.uk](mailto:info@fivelamps.org.uk). Alternatively you can write to us at Five Lamps, Eldon Street, Thornaby, Stockton-on-Tees, TS17 7DJ.