



**The Hangleton
& Knoll Project**
Working for a better community

What you can expect from us

- **To be listened to, treated fairly with respect and valued**
- **To be cared for by skilled experienced staff and volunteers who have been properly checked out and trained to work with you**
- **To work with adults, you can trust that genuinely want to help you have a happy and fulfilling life**
- **Not to be judged by your behaviour but to be supported to understand yourself better**
- **To be given praise and encouragement and the opportunity to develop your potential**
- **To be encouraged to develop self-awareness and to be considerate to others**
- **To be supported to learn new skills and, gain confidence and be positive**
- **To have any concerns dealt with in a satisfactory and professional manner**

If we don't meet these expectations, please tell us so we can put it right.

HKP Complaints Procedure

At the Hangleton & Knoll Project we take all complaints seriously and it is of primary importance that all complaints are resolved where possible. If you have a complaint and wish to access the Hangleton & Knoll Project's complaints procedure you can either:

- Ask a member of staff
- Email info@hkproject.org.uk
- Tel: 01273 706469

Feed back

We also really appreciate feedback and if you think we have done something well then we would love to hear about it.

- Email info@hkproject.gov.uk
- Tel: 01273 706469

What we expect from young people

- **Tell a member of staff straight away if there is a problem between you and someone else like bullying, hitting, fighting, arguments, stealing etc**
- **Not to use abusive language or words that may hurt or offend**
- **Listen to and carry out instruction from our staff to keep everyone and the space safe**
- **Tell a member of staff immediately if you do not understand instruction**
- **Act safely and responsibly**
- **Respect our buildings, property, people and the community**
- **Tell a member of staff immediately if you feel unwell or have been hurt**
- **To be responsible for your own belongings**
- **Tell the Youth Workers / coaches / teachers running the session if you have an allergy / fear / phobia or anything else you may need help with**
- **Be willing to take part and have a positive attitude towards learning**
- **Not to bring or use drugs, alcohol, tobacco or vapes at any youth sessions, trips or activities**

I understand that if I do not meet the expectations above I agree to attend a 121 meeting with a Youth Worker/s at a time agreeable to us both within 2 weeks of any occurrence. I agree to discuss what support I need to meet the expectations before being allowed to attend future sessions and understand that my parent's / carers may need to be part of this conversation.

Young Person Print name:.....

Signature:.....

Membership Number:.....

Witnessed by Parent / Carer (print name).....

Date:.....