

Advice & Guidance



Personal Advisers will provide information, advice and guidance on a wide range of issues, by listening to our requests and help us with our problems

YOUTH CHARTER

connexions

STOCKPORT

0161 475 7700

Trust & Confidentiality



You can trust Personal Advisers with your issues to be kept personal and confidential. Except in circumstances relating to child protection

We, the young people of Stockport, say:

Communication



You will be able to contact your Personal Advisers through lots of ways e.g. email, letter, face to face, telephone etc.

What we expect from Connexions



A good service that listens and supports us.

When & Where



Personal Advisers will be flexible and meet young people where and when its most appropriate to us e.g. in schools, youth centres and provide drop in times.

Equality & Respect



We will be treated equally.

We will be treated with respect.

Our views and opinions will be respected.

Comments & Complaints



It will be easy to pass on complaints and compliments, and suggestions to make the Connexions service even better.

Personal Advisers



Will provide information advice and support on matters such as jobs and careers, housing, substance misuse, mental health and offer emotional support to young people.

This charter was prepared by young people, for young people and launched in April 2005

connexions

STOCKPORT

64 Chestergate
Stockport
SK1 1NP

0161 475 7700