exposure
Youth communications charity

Youth charter developed by young people

Exposure mission
Enabling young people to thrive creatively, for the good of others as well as themselves.

Exposure values

Empowering
- Youth voice campaigning for positive change
- Shaping own opportunities, finding own solutions

Equality
- Diversity is a strength
- Inequality must be challenged

Empathy
- Thinking of others & speaking out
- Thinking of others *when* speaking out

Ethical
- Having principles earns respect
- Keeping promises builds trust

Enjoyment
- Having fun by serving others
- Creatively harnessing technology for good

Exposure will
- keep our promises
- show respect and honesty
- ensure you're not discriminated against
- challenge discriminatory behaviour
- involve you in how Exposure is run
- ask you how Exposure could be improved
- help you to fulfil your potential
- encourage you to respect yourself and others
- offer you a comfortable and welcoming environment
- know what we are doing
- respect your privacy and confidentiality, as allowed by the law
- take your opinions seriously
- put your best interests first in all decisions to do with you
- give you the freedom to be creative without breaking the law
- help you, where possible, if you have special needs

info@exposure.org.uk, exposure.org.uk
Registered charity no. 1073922. Company registered in England and Wales no. 03455480
Registered office: Muswell Hill Centre, Hillfield Park, London N10 3QJ

- support you to develop your creative work for inclusion in Exposure's youth communications
- protect your creative work from use by outside organisations
- give you the freedom to say what you think as long as you're not hurting the innocent
- give you access to your personal records which are only shared with Exposure's funders
- identify you as the author of creative work you produce for Exposure
- If we behave in a way that breaches Exposure's charter you can complain (see 'Complaints' below).

Young people will

- be honest
- make the most of what Exposure offers
- treat people you meet at Exposure with respect and challenge discriminatory behaviour
- follow advice given for your benefit
- respect the Exposure environment and equipment
- keep your promises to Exposure, keep appointments, be on time
- let Exposure know as soon as possible if you can't keep your promises
- let Exposure know if you're unhappy about anything (see 'Complaints' below)
- understand that it is against the law to copy/adapt other people's work without permission
- seek permission before you offer creative work produced for Exposure to others
- understand that Exposure may give permission to others to reproduce creative work you've produce for Exposure
- not turn up smoking, drunk, stoned, high or anything similar.

If you behave in a way that breaches Exposure's charter this will be pointed out to you. If you do so again, you'll be told again and may be asked to leave. If you want to return, you'll be asked to write a letter of apology, appreciating how you were in breach of the charter and explaining how you'll ensure your behaviour will comply with the charter in the future. If you're in breach a third time you'll be banned permanently.

Complaints

If there is an issue at Exposure that you are unhappy with you can take up a complaint personally or ask someone to represent you (eg a parent, older brother or sister, teacher). You will not be treated less favourably if you complain.

Stage 1
You or your representative should raise the issue in writing with the Exposure manager. This will be acknowledged within five working days. Where your complaint concerns a member of Exposure's staff, freelance contractors, adult volunteers or a young person they will be notified and asked to respond. The Exposure manager will then share the response with you within 20 working days of your initial complaint.

Stage 2
If you remain dissatisfied, you or your representative should express this in writing to the Exposure manager and request a review. This will be acknowledged within five working days. The Exposure manager will then consider all the facts before reporting to all those concerned with conclusions and recommended actions within 20 working days of your request.

Stage 3
If you feel your complaint has not been adequately dealt with – or is against Exposure's manager – you have the right to raise the matter, in writing, with the Exposure chairman. You can ask a member of Exposure's staff to forward your complaint to the chairman. This will be acknowledged within five working days. The Exposure chairman will consider all the facts before reporting to all those concerned with conclusions and recommended actions within 30 working days of your complaint.

Exposure's commitment
If we find there has been a mistake you will receive a written apology that will include an appropriate explanation and details of how matters will be put right.