

## Online Community House Rules

Hello, and thank you for being part of our online community. Whether you're interacting with us on Twitter, Facebook or one of our other social media channels, or talking to each other on one of our forums, we want you to feel safe and comfortable.

Therefore, we've come up with some house rules for using our online forums and social media channels. These are designed to ensure a safe environment for everyone, while promoting healthy discussion and interaction.

Our staff adhere to a Social Media Policy and you can find details of our Compliments and Complaints Procedure [here](#).

Firstly, here's some useful information about our social media channels.

### Twitter

- Our Twitter feed (@carerswsussex) is monitored from 9am – 5pm weekdays. Any queries outside of these hours will be dealt with the next working day.
- During these operational hours, we will endeavour to read all tweets and ensure that any comments or suggestions are passed to the relevant people in the organisation.
- We aim to respond in one hour; however, in particularly busy times we cannot guarantee to reply individually to every single tweet received.
- Tweets may be re-tweeted, if applicable, to our followers, particularly around any information that will help Carers. You are welcome to re-tweet any of our tweets.
- Signposting to external websites may also be used to provide further information.
- We strongly recommend that you do not discuss any personal or financial details on Twitter or give out any personal information.
- We will never ask for any personal details to be shared over Twitter.
- If you follow our accounts we will not automatically follow you back. This avoids us having to spend time dealing with spam accounts and keeps discussions open to all.
- We may follow organisations of relevance to Carers, and may follow individuals where appropriate in order for them to send a direct message. We reserve the right to unfollow accounts we believe are malicious or spam.
- Our Twitter account is not designed to investigate, comment or discuss any complaints. We strongly urge you to contact [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk) or call 0300 028 8888 in this instance.
- Our following of a Twitter account does not imply endorsement of any kind by Carers Support West Sussex.

### Facebook

- Our Facebook page ([www.facebook.com/carerswsussex](http://www.facebook.com/carerswsussex)) is monitored from 9am – 5pm weekdays. Any queries outside of these hours will be dealt with the next working day.
- During these operational hours, we will endeavour to read all tweets and ensure that any comments or suggestions are passed to the relevant people in the organisation.

- We aim to respond in one hour; however, in particularly busy times we cannot guarantee to reply individually to every single comment or query received.
- Our Facebook page is used to share information that may be helpful or relevant to Carers. We may also share information from other websites and Facebook pages that do the same.
- We strongly recommend that you do not discuss any personal or financial details on our Facebook page or give out any personal information.
- We will never ask for any personal details to be shared over Facebook.
- Our Facebook is not designed to investigate, comment or discuss any complaints. We strongly urge you to contact [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk) or call 0300 028 8888 in this instance.
- We will 'like' pages which we think are relevant to Carers but a like does not imply endorsement of any kind by Carers Support West Sussex.

If you have any questions regarding our Social Media accounts, please contact us via [communications@carerssupport.org.uk](mailto:communications@carerssupport.org.uk) or 0300 028 8888.

## Groups and Forums

Carers Support West Sussex operates a number of 'Closed Groups' on its Facebook page for members to chat and share information. We want them to be an open forum where ideas, thoughts and feelings are shared and respected by everyone. It's important to us that anyone participating in our groups feels safe and that their opinions are respected by other members. We have, therefore, come up with the following House Rules to guide you when using our Groups and Forums.

- Please remember, that while our groups are 'closed' groups and only members can see what you're posting, you are publishing something onto the internet. This shouldn't be taken lightly.
- When replying to a post or participating in a discussion, please keep that comment relevant to the discussion.
- Don't use bad language, which includes language that someone else may think is racist, sexist or offensive.
- Respect everyone's right to an opinion, even if you disagree.
- Respect other people's privacy. Whether they are members of a Carers Support West Sussex group or not, please don't use the groups and forums to share personal information about others that they have chosen not to share.
- Guard your own confidentiality. Don't post your birthday, home address or telephone numbers in the group.
- Please don't post any messages that could be deemed as a commercial endorsement. These messages will be removed by our moderators.
- Posts or comments demonstrating or containing any of the following will be removed and a warning issued to the user:
  - Profane, defamatory, offensive or violent language
  - "Trolling", or posting deliberately disruptive statements meant to hijack comment threads or throw discussions off-track
  - Attacks on specific groups or any comments meant to harass, threaten or abuse an individual
  - Hateful or discriminatory comments regarding race, ethnicity, religion, gender, disability, sexual orientation or political beliefs
  - Links or comments containing sexually explicit content or material
  - Discussion of illegal activity
  - Spam, link baiting or files containing viruses that could damage the operation of other people's computers or mobile devices
  - Acknowledgement of intent to stalk an individual or collect private information without disclosure

- Violations of copyright or intellectual property rights
  - Content that relates to confidential or proprietary business information
  - Content determined to be inappropriate, in poor taste, or otherwise contrary to the purposes of the forum
- 
- Any messages we deem a personal attack on another member, on any grounds, will be removed immediately and a warning will be issued to the user.
  - Messages on our Facebook groups are monitored continuously, although may not be removed immediately.
  - Any statements or opinions posted in our groups or forums are those of the person posting alone and are in no way an endorsement by Carers Support West Sussex.
  - We reserve the right to remove any message or topic we deem to be unsuitable for our online community.
  - We ask that you do not post photos of anyone under the age of 16, or include them in your profile pictures. If posting pictures of people over the age of 16, please check that they're ok with you doing so.
  - We reserve the right to delete a user's membership of any group or forum if he/she fails to follow the guidelines as detailed above. However, we would always work with a user to reach a resolution first if at all possible.

**Please report any abuse or flag any comments you feel unsuitable or offensive to [communications@carerssupport.org.uk](mailto:communications@carerssupport.org.uk) or by contacting 0300 028 8888.**