



This policy outlines Suffolk Parent Carer Forums social media standards and explains how we use social media, our posting and comments guidelines and moderation policy.

SPCF recognises the numerous benefits and opportunities which social media offers.

## **How we use social media**

We use social media to engage with parent carers, professionals, organisations, services and the general public. This is one way we give parent carers the opportunity to share experiences and ask questions.

We monitor our social media regularly and will delete any comments or posts that do not meet our posting guidelines.

We are not liable for user-generated content and comments.

We make no commitment to respond to every individual comment, message or post.

Information shared by SPCF on behalf of a third party is done so in good faith. We are not able to perform rigorous checks on each service or provider.

## **Posting / Commenting guidelines**

Whilst we want our social media pages to be an open and honest space, we also want posts/comments to be courteous and to not be offensive or personal. Therefore, we reserve the right to delete any of the following posts or comments:

- Personal information
- Violence, pornography, obscenities, nudity, sexually explicit, hateful, offensive or discriminatory posts, comments, images and links
- Posts or comments that threaten
- Posts and comments which makes requests for donations or money
- Posts and comments that suggest or encourage illegal activity
- False or derogatory statements about any person or organisation
- Posts or comments which amount to bullying or harassment

Please remember:

- You are responsible for what you write.
- Everyone is on their own journey
- Be considerate to the feelings and opinions of others.
- Do not share confidential or personal information about yourself or other people.



## **Moderation policy**

We regularly monitor our social media.

We will delete any posts or comments that do not meet our posting guidelines.

We will remove users from our social media channels if we feel they do not follow the posting guidelines.

We will block users from our social media if SPCF social media guidelines are continuously breached or we consider interaction on our social media is for malicious or unlawful purposes.

## **Safeguarding**

Where there appears to be a clear need to safeguard the welfare of an individual and/or their family, we are duty bound to contact the relevant authorities.

All of our team members, employed or voluntary are parent carers and have the right to carry out their duties without abuse or harassment.

Last Reviewed: November 2024

Next Review: November 2025