



# GCH SOCIAL MEDIA COMMUNITY GUIDELINES



We want our social media spaces to be positive and respectful. Share your ideas, questions and feedback, but keep it kind and constructive.

- Be courteous and create a friendly environment - we're all in this together
- Use a constructive tone - we value your feedback to enhance our services
- Be responsible - you're accountable for what you post
- No unlawful or offensive content. We'll take action against posts that are unlawful, harmful, threatening, inappropriate, abusive or infringing or violating someone else's rights
- Inappropriate behaviour towards our staff won't be tolerated, including posting pictures without consent, abuse or sharing identifying details in a detrimental manner
- Follow the independent rules of each social media platform



We reserve the right to remove any comments that are concerning or inappropriate. We have a three-stage process for handling these:

**Stage 1** - a manager will contact you and issue a **warning**, explaining why the comments are of concern. If you're a customer, they'll also advise you if the behaviour breaches the terms of your Tenancy Agreement

**Stage 2** - if concerns continue, we may **temporarily block** your account, usually for six months, to give you the opportunity to change the behaviour

You can appeal, and a senior manager will review the decision.

Find more about unacceptable behaviour in our Unacceptable Behaviour Policy.



## Emergency?

Social media isn't for emergencies and is only monitored during working hours. Contact us directly if you have an urgent situation.