Bournville Village Trust

Social media house-rules

We want everyone to enjoy and engage with our content on social media. To make our platforms a safe space for all, we ask that anyone engaging with our posts respects these rules. Please also follow the terms of use for each social media platform as well as these house rules.

House-rules

- We like receiving feedback on social media, especially when it helps us to improve our services. If you'd like to leave feedback, both positive and not so positive, we just ask that it's as constructive as possible.

- If you're unhappy with the service you've received from us, and want to make a formal complaint, the best way to do this is by going to www.bvt.org.uk/help-and-support/make-a-complaint-or-compliment/, calling 0300 333 6504 or emailing feedback@bvt.org.uk

- We don't accept the use of bad language, and we will delete posts that include swear words or profanity. We have an automatic filter in place on Facebook to block certain words, so your comment will not be seen.

- Racism, sexism, homophobia or other forms of hate-speech, or contributions that could be interpreted in this way, are not welcome on our accounts and will be removed.

- We don't tolerate abuse or bullying directed to other users on our accounts. Please treat each other with kindness, respect and care.

- Inappropriate, threatening or offensive posts about our colleagues will be removed immediately.

- Any posts that include pornographic or graphic images/videos, links to sites which could create spam or viruses, direct marketing of businesses/self-promotion, irrelevant links, and spreading of misinformation / fake news will be immediately deleted.

- Any posts containing personal information (for example your phone number or address) will be immediately deleted.

- We may choose to 'turn off' comments or decline posts on the pages/groups we manage where:

I. Ongoing discussion is/or is beginning to breach the rules/aims of a page or group. For example, comments that begin to incite bullying behaviour.

II. Where a topic has already been put forward for discussion multiple times, has been discussed at length and any action required by BVT has been taken.

III. For any other reason, taken at BVT's discretion. Where this happens, we will always try to explain why.

- If you repeatedly breach our house rules, we may block your account. This is always a last resort, and we will always try to explain how and why we have removed your comments before we do this.

Monitoring and responding:

- We monitor our social media accounts during working hours, typically Monday to Friday 9am – 5pm (excluding public and bank holidays).

- We aim to answer comments and messages as quickly as possible (usually within 48 hours) during our opening hours. However, we do allow up to five working days for responses.

- If you contact us asking for assistance, we may be able to answer your query straight away. Or we may direct it to our Customer Services team. They will log your enquiry on our contact management system and speak to you directly.

- If your request is serious or urgent, please call us on 0300 333 6540. Do not report urgent repairs, or changes to appointments, using social media. Our accounts are not continuously monitored, and this may result in delays in you receiving a service from us.