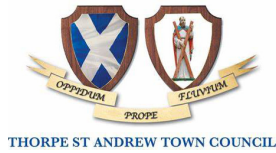


THORPE ST ANDREW TOWN COUNCIL

**THORPE ST ANDREW TOWN COUNCIL
SOCIAL MEDIA POLICY FOR
MANAGING UNACCEPTABLE
BEHAVIOUR**

Adopted by the Council at its Meeting held on Monday 24 July 2023



THORPE ST ANDREW TOWN COUNCIL

Thorpe St Andrew Town Council

Social media policy for managing unacceptable behaviour

As a council, we have a duty of care towards our employees and councillors.

We know there will be times when people will be unhappy with what the council does (or doesn't) do, or the decisions it takes. We have no intention of stifling discussion on social media pages, but would urge anyone with comments to make to email us on office@thorpestandrew-tc.gov.uk

We will not accept posts or messages on our social media pages that cross the line in terms of acceptability. This includes targeting members of staff with direct, unacceptable criticism or personally attacking citizens who have posted opposing views.

We reserve the right to take action on posts or people which:

- | | |
|--|--|
| <input type="checkbox"/> Use sexist, racist, homophobic or other unacceptable language | <input type="checkbox"/> Are harassing |
| <input type="checkbox"/> Are abusive | <input type="checkbox"/> Use swear words |
| <input type="checkbox"/> Use threatening language | <input type="checkbox"/> May be in contempt of court |
| <input type="checkbox"/> Are defamatory or libellous | <input type="checkbox"/> Are spam |
| <input type="checkbox"/> Break any other law (such as hate crime) | <input type="checkbox"/> Incite someone to break the law |
| <input type="checkbox"/> Contain inappropriate material | |

How we deal with incidents of the above:

1. First warning - post or comment removed with explanation of why it was unacceptable

- A warning will be sent to the author, in private where possible, with a link to the social media policy, and details of why the comment was deemed unacceptable.
- The comment or post will be immediately deleted.
- The name of the author, and nature of the offence, will be noted officially; and the date and time of comment or post recorded.

2. Second warning - post or comment removed and threat to block as a standard response. A second formal warning will be sent to the author, following the same procedure as the first warning.

3. Blocking

- If a further offence occurs after two previous warnings, the offender will be blocked immediately, with no appeal. The offender will be contacted, privately where possible, explaining the blocking, and giving the date and time of each previous offence.
- The offender will be told they can appeal exactly 12 months from when the blocking took place.
- The warnings leading to a blocking will have no time limit, and can occur at any time.
- The offender may appeal the decision 12 months after the ban was put in place.

The Council reserves the right to take whatever legal action may be necessary in the case of libellous or defamatory posts/messages.

Any queries about this policy should be sent to office@thorpestandrew-tc.gov.uk