

Solihull Parent Carer Voice (SPCV) recognise that social media sites are increasingly used as a communication tool now by many more people. The use of social media provides many opportunities to improve the way we communicate, reach out and interact with people and other groups. Whilst these technologies provide exciting opportunities, they are accompanied by dangers and negative consequences, if abused by users.

This policy will provide guidelines for our SEND communication about what we feel is acceptable use of all on-line social networking communications as they relate to SPCV. Solihull Parent Carer Voice's social media moderators reserve the right to remove, edit, or otherwise alter content deemed inappropriate for any reason, without notification.

### **UNACCEPTABLE BEHAVIOUR:**

The following behaviour is considered unacceptable:

- use of SPCV social media to send chain letters
- forwarding of SPCV confidential messages to others
- distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal
- distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive, abusive, bully or intimidate in that the context is a personal attack, sexist, racist or might be considered as harassment
- using copyright information in a way that violates the copyright
- posting political or religious related matters
- transmitting unsolicited commercial or advertising material
- undertaking deliberate activities that waste representative's effort or resources
- Introducing any form of computer virus or malware

If a post is deemed to be unacceptable, the social media moderator will take the following action:

1. remove the post or comments that is deemed to break the forums rules
2. privately contact any individual and signpost to the forum's rules to avoid any further incidents

If further unacceptable comments are posted the moderator will follow the following steps:

1. remove the unacceptable post/comment
2. advise the steering group of the continued unacceptable use of the platform
3. following this the social media user who is not following the forums rules will be blocked from posting.