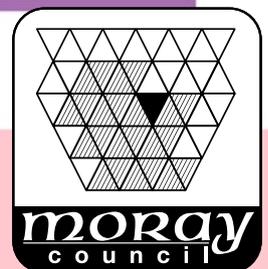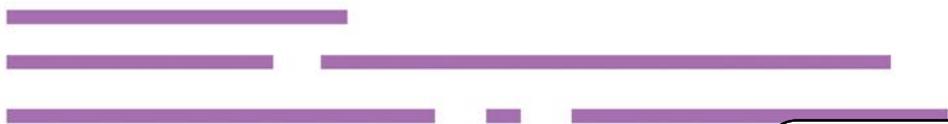# House Rules

Our guide to social media

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moray council

Moray Council social media house rules

Social media is an important part in how we live our lives and how we get our news. We want to keep our channels as open and informative as possible.

To do this we have a set of house rules explaining how we use social media to keep you informed, and how we expect you to use it respectfully too.

What we'll do

We'll confirm it's us:
If you see a Moray Council account online you can check it's us – we'll list our social media accounts on our website.

We'll listen:
We'll read private messages and comments and flag-up problems with the relevant service where there is a clearly-identified issue, or direct you to the appropriate contact where we can't assist. You can also find these contacts on our website.

We may not deal with your query on social media – we may direct you to other channels if that's appropriate. We don't have access to all the systems (i.e. housing lists or waste service schedules) to provide all answers.

We'll not be online 24-hours a day or out-of-hours, so if you're reporting an emergency issue outwith normal working hours please visit moray.gov.uk/emergency.

Our emergency page:
www.moray.gov.uk/emergency

We'll be human and polite:
We'll treat each message with the politeness you'd expect if you were dealing with us face-to-face. Sometime we won't know the answer but will offer you an alternative way to find out.

What we ask for in return

We'd like you to be polite:
We know that sometimes things don't go to plan and you'll want to flag things up with us. But please do remember we're human and there is a person monitoring the social media account who is trying to help.

We'd like you not be anti-social:
We won't tolerate swearing, threats or abuse online just as we don't offline. That relates to both council staff and other members of the public who are commenting.

We take a zero tolerance approach to offensive language, or comments which promote dangerous or illegal behaviour. Commtents will be deleted, and users blocked.

We'd like you not to be personal:
If you've got a complaint against an individual or a service you should refer to the complaints page on our website.

Our complaints page:
www.moray.gov.uk/moray_standard/page_1379.html

We'd like you not to spam or advertise:
Our social media channels aren't the place for followers to advertise. Making the same points over and over – otherwise known as spamming – isn't for our social media either. You'd be better off contacting us another way so we can look into the issue for you directly.

Political messages or campaigning slogans and statements will be removed. The council channels are not a political platform.

We'd like you to not over-share:
If you've got an issue we'll happily look into it. But be careful not to post private information about yourself or others. This includes sharing your address, phone number or personal information like date of birth.

Of course, most of the time social media works fine but on the rare occasion where you don't stick to the house rules we reserve the right to hide/delete offending content and block you from contacting us through that route. We also reserve the right to screenshot content and contact police if necessary.

If you have any questions about our social media or feel a post has been taken down unfairly please contact us.

Email us:
pr@moray.gov.uk