Social media house rules

Swale
BOROUGH COUNCIL

Social media house rules

We want our social media to be a welcoming space where you can connect with us, get information, and share your thoughts. To keep it friendly and helpful for everyone, we have a few simple house rules:

Remember, It's Public!

Everything you post on our social media is visible to everyone. Think before you post – would you be comfortable saying it face-to-face?

If you prefer to keep things private, send us a direct message instead.

Keep It Respectful

We don't tolerate rudeness, swearing, offensive language, or anything that could hurt or upset others. This includes racist, sexist, homophobic, or discriminatory remarks. Let's keep the conversation positive and inclusive.

If you're offensive about the council, anyone who works for us, or runs the organisation, we may remove these comments. We'll also remove comments which name individual council officers.

If you want to make a complaint about the council or any council staff then please do this through our formal complaint channels.

Stay On Topic

We're here to share news, information, and updates about the council and our services. We welcome your comments and questions, as long as they're relevant to the topic.

Posts that go off-track or promote misinformation may be removed.

No Bullying Allowed

Bullying, harassment, or intimidation of any kind won't be tolerated. If you see it happening, please let us know.

You can also find support and advice on how to deal with bullying on the Facebook Help Pages or X's Support Center.

Reporting Abuse

If you see something offensive or abusive, please report it directly to the social media platform:

Facebook

X (formerly Twitter):

Our Responses

We do our best to respond to your enquiries as quickly as possible, but it's not always possible to be instant. For urgent matters, please contact us through our website.

Misinformation

We welcome healthy debate and diverse opinions, but we have a responsibility to ensure the information we share is accurate and reliable.

Posts containing misinformation, false claims, or content that could harm public safety may be removed.

Terms of Use

By using our social media, you agree to abide by the platform's terms of use. You can find these on the Facebook and X websites.

Contacting Swale Borough Council

The Customer Service Centre deals with all enquiries across the Council; it should be your first stop when contacting us.

Call 01795 417850.

Copies of this report are available on the council website