

CNHC Social Media policy

1. Dealing with questions and comments

- CNHC staff will respond to questions and comments where appropriate as quickly as possible during office hours.
- CNHC staff will monitor the tone and content of comments to ensure only appropriate comments are made visible on the public sites.
- CNHC will remove or prohibit any abusive, derogatory, discriminatory comments, content or links made by other users on CNHC's Facebook / Twitter page and any such comments will be reported to Facebook / Twitter.
- Comments which are challenging but appropriate will be dealt with on the public page in the first instance, but where the nature of the comment requires a private reply the enquirer will be invited to contact the CNHC office directly.
- If inaccurate information about CNHC is posted on CNHC's Facebook / Twitter page CNHC will correct if possible within 24 hours.
- CNHC will remove any comments that constitute advertising.
- CNHC will remove any comments which appear to be spam and the user will be reported to Facebook / Twitter.
- CNHC will remove the publication of any individual's personal details, other than their name.

2. CNHC policy on 'Likes' & 'Follows'

- CNHC will 'Like'/'Follow' organisations such as other regulatory bodies, patient and consumer organisations and other similar organisations with relevance to our work where there is no commercial relationship and organisations with which we have a Memorandum of Understanding.
- Individual cases will be reviewed as appropriate.

All of the above will be reviewed and updated over time.

If you have any questions or comments about these policies or anything you see on our Facebook/Twitter page, please contact us at: info@cnhc.org.uk