

The Legacy Rainbow House

SOCIAL MEDIA CODE OF CONDUCT



The charity publishes information about Rainbow House Services and communicates with users/parents/carers/supporters in many ways.

- Formal and informal meetings
- Newsletters
- Emails and text messages
- Our own website
- Social media

The charity welcomes anyone who is interested in the work of Rainbow House to follow us and connect with us on the various media sites that the charity uses. At present that includes - Twitter, Facebook, Instagram, YouTube, Google+. These sites allow the charity to communicate about the day-to-day life of the organisation and give notice of forthcoming events and activities. Which includes the kind of detail that wouldn't normally be enough for a newsletter or a meeting.

Use of the site

It is important for everybody's safety that we are clear about how we use these sites, and what is acceptable behaviour from people who choose to follow us.

We use our social media sites to publish information that is of general interest. We do not believe it is an appropriate place to discuss personal matters specific to individual members of our community, whether that be users, families or staff.

Privacy

- We will not publish photographs of children or vulnerable adults without completion of a consent form.
- We will not identify by name any of the children or vulnerable adults published on our social media accounts without the written consent of parents.

Respect

- We will not tolerate any form of bullying or discrimination on our social media accounts.
- We will not allow posts or comments that refer to the specific individual or group matters between the charity and members of its' community.
- We will not tolerate any comments or posts that are defamatory, rude or abusive towards any member of our community, whether that be children, families, staff or trustees.

Our rules

- Where allowed by the site, we welcome comments on the information we post. However, we reserve the right to delete comments and ban further comments from anyone who breaks the terms of the policy.
- We will ban and report anyone who breaks the terms of services of the relevant social media platform. For example Facebook's Terms of Service do not permit people under the age of 13 to open an account.

Author	Carole Cochrane
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