



## 21. Social Networking Policy: Staff and Volunteers

This policy was adopted by *Wigod Way Wallingford Family Centre* on January 2023

Wigod Way Wallingford Family Centre (WWWFC) recognises that social networking is a useful tool for advertising events and gaining feedback from families.

Staff and volunteers of WWWFC are welcome to use social media to advertise events that are being run by WWWFC as long as the following guidelines are followed:

- Do not use any social network medium to discuss families who use the services or discuss complaints about the service from users, staff and volunteers.
- All complaints should follow the complaints procedure and families should be directed to this policy.
- Do not include offensive or abusive language in your messages or any language, which could be considered defamatory, obscene, menacing or illegal. Do not use language that could be calculated to incite hatred against any ethnic, religious or other minority. Make sure nothing in the messages could be interpreted as libellous.
- Do not send any message which is likely to cause annoyance, inconvenience or needless anxiety.