

Modified: 5 October 2020

Ards and North Down Borough Council Social Media ‘House Rules’

Contacting us through social media

We’re happy to help you in any way that we can and look forward to seeing your views and feedback. We do not, however, have large social media teams monitoring our social media channels so the following information will help you know what to expect from us:

- Our working hours are 09.00 – 17.00 Monday to Friday. During working hours we’ll do our best to respond to your enquiry within four working hours.
- Outside working hours we’ll acknowledge or answer enquiries as soon as possible.
- If we can’t answer your enquiry straight away we will let you know that we are asking an expert for the information. We try to get this within 24 hours of your initial enquiry but it can sometimes take longer if the right people are not available.
- Sometimes it is better for you to talk to the service directly particularly when your enquiry is about a serious, urgent or personal matter. In these cases we will give you contact information.
- We read all posts and, even if we do not reply, we are listening and will act on or pass on your comments as appropriate.

So we can get you the right help quickly please make your enquiry clear and give us as much detail as possible. If necessary, and where appropriate, we will invite you to provide more information in a Direct Message.

If you feel that we have not answered your enquiry after you have given us enough opportunity to do so (as described above) you can follow the council complaints procedure: <https://www.ardsandnorthdown.gov.uk/about-the-council/complaints-to-the-council>

Our social media platforms are not intended to be used by the media or politicians to contact us. If you fall into this category you should contact our [Corporate Communications team](#) directly who will help you.

We will always respond politely and we expect our social media contacts to offer us the same level of courtesy that we offer them. We expect you to comply with the social media platform’s House Rules detailed below.

We reserve the right to remove comments, without notification, which:

- bully, harass or intimidate any individual or organisation
- are unlawful, libellous, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive
- infringe or violate someone else's rights
- violate the law

- discuss on-going legal proceedings
- are spam
- advertise products or services
- are irrelevant or off-topic
- are disruptive
- are repetitive.

We will also remove or ban any user who:

- continues to post comments such as those listed above
- encourages others to post such comments
- has an offensive user name.

Anyone repeatedly engaging with us using content or language which falls into the above categories will be blocked and/or reported to the associated social media platform.