

Social Media Service Standards

The Tunbridge Wells Borough Council social media accounts are managed by officers of the Council who will abide by these service standards at all times:

Followers can expect regular updates covering some or all of the following:

1. Service information and updates
2. News
3. Local arts information including production and ticket details
4. Information on and invitations to take part in consultations
5. Alerts about new content on other digital channels

Being followed by a Council account or shared by a Council account does not imply endorsement of any kind.

We will update our social media accounts during office hours using the resources available; we will endeavour to update our accounts outside of office hours during emergencies and/or when services are interrupted e.g. during snow or flooding.

We accept no responsibility for lack of service or missed information if one or all of our social media accounts are down.

All content published by the Council and all contact via the Council's social media platforms is subject to Freedom of Information requests.

We welcome feedback and engagement across all our social media platforms and will endeavour to join in the conversation where possible.

Complaints, either about a specific issue communicated via social media, or about our social media interaction itself, will be responded to initially via social media; if the situation can not be resolved to the user's satisfaction, they will be directed to our formal complaints and/or appeals procedures.

Defamatory or abusive content will be removed.

Occasions when the Council may also remove posts include (but are not limited to): when a post is unlawful, libellous, harassing, threatening, harmful, obscene, profane, sexually oriented or racially offensive; when the same message, or very similar message(s), are posted more than once ("spamming"); when a post contains personal information, such as contact details, whether posted by a person themselves or by someone else; if the post includes any comments that may compromise the Council's obligation to maintain political neutrality.