



Social Media House Rules 2024

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We want to ensure our customers, stakeholders, and colleagues enjoy and engage with our content on social media.

To make our social media channels a safe space for all, we ask that anyone engaging with our posts to respect our house rules.

Social media house rules:

- All users must follow the 'terms of use' for each social media platform as well as our own house rules.
- To improve our services, we actively encourage feedback. However, please be constructive rather than negative.
- To make a formal complaint, please visit www.whg.uk.com/feedback-and-complaints
- We don't accept the use of bad language, and you may not receive a reply. We have an automatic filter in place on Facebook to block certain words, so your comment will not be seen.
- Racism, sexism, homophobia or other forms of hate-speech, or contributions that could be interpreted in this way, are not welcome or acceptable.
- Inappropriate, threatening or offensive posts about whg, or our colleagues will be removed and might be subjected to being blocked.
- We do not tolerate abuse directed to other users. Please treat others as you would like to be treated yourself.

Our rules help make our social media channels places for everyone to enjoy. And we reserve the right to remove comments and block users who break our house rules.

**Monitoring and responding:**

We monitor our social media accounts Monday to Friday 9am – 5pm (excluding public and bank holidays). We aim to answer comments and messages within 48 hours during this time.

If you contact us requesting our help, we will try to assist you wherever possible. We will keep you updated about the progress of your request. However, if your request is serious or urgent, or we are unable to help you on social media, we will ask you to contact our Customer Services team directly on 0300 555 6666.

Please do not rely on our social media channels to raise concerns, as they are not continuously monitored and may not be the most appropriate platform to contact us on.