

Leisure & Culture Dundee Social Media House Rules

Our social media channels feature a variety of information from our services and partners, keeping you informed and up to date with what is happening at Leisure & Culture Dundee.

We are here to help in any way that we can, but we expect users to offer us the same level of courtesy that we offer them. We want our social media channels to be safe spaces and a place for healthy, open and insightful discussion, which is why we have a short set of house rules:

- All users must comply with the social media platform's Terms of Use as well as our own terms of use.
- We will remove, in whole or in part, posts that we feel are inappropriate, or discriminatory against any individual or group.
- You are wholly responsible for any content you post including content that you choose to share.
- We will remove messages and/or disable comments (where function allows) including reporting and/or blocking users on our social media channels who post messages at us that we believe are:
 - Abusive, harmful or obscene.
 - Deceptive or misleading
 - In violation of any intellectual property rights, including copyright.
 - In violation of any law or regulation.
 - Spam and off-topic content (persistent negative and/or abusive posts in which the aim is to provoke a response) or not relevant to our charitable purposes.
 - Promotional material, including links to external websites and promotions.

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. We will not tolerate or respond to abusive messages.

We are always politically neutral, which is why Leisure & Culture Dundee officers are unable to reply to, endorse or engage with, any content that is of a party political nature.

Details of Leisure & Culture Dundee social media channels can be found on our website at <https://www.leisureandculturedundee.com/facebook> and <https://www.leisureandculturedundee.com/leisure-and-culture-dundee-twitter-accounts>

Leisure & Culture Dundee is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. To find out more about our complaints procedure visit www.leisureandculturedundee.com/complaints-procedure