

Social Media House Rules

We want our social media channels to be welcoming, helpful spaces where everyone feels comfortable to engage. By interacting with us, you agree to follow the guidelines below.

Be respectful

We're here for positive, constructive conversations. Please treat others how you'd like to be treated. We won't tolerate:

- Abusive, threatening or offensive language
- Personal attacks or harassment
- Discrimination of any kind (including racism, sexism, homophobia, etc.)

What we'll remove

To keep our channels safe and inclusive, we may remove comments or block users who:

- Use inappropriate or offensive language
- Post misleading, spammy or irrelevant content
- Target individuals or groups with abuse
- Share or disclose personal details about our colleagues, including names

Keep it constructive

We welcome feedback and value your views. If you have something to share, please keep it respectful and helpful so we can act on it.

Privacy matters

For your safety, please don't share personal or sensitive information (like addresses, phone numbers, or account details) in public comments.

Complaints/queries

Social media isn't always the best place for resolving complex or formal issues. If you require detailed support or would like to make a formal complaint, we'll guide you to the right channel.

Urgent issues

Our social media channels are not monitored 24/7. If your query is urgent, please contact us directly through our main customer service channels.