

## Social Media Community- Short Set of House Rules

We are happy to help you in any way that we can and look forward to seeing your views and feedback on our social media accounts however, we do expect to be offered the same level of courtesy that we offer, so below is a short set of house rules.

We will do our best to respond to any social media query within 2 working days but most responses will be quicker

We would encourage any direct query be made via email to [info@chrysalis-cumbria.co.uk](mailto:info@chrysalis-cumbria.co.uk) or by phoning 016973 44751 where we can signpost you to the right person or department. Our office hours are 08.30-17.00hrs

- All contributors must comply with the social media platforms Terms of Use as well as these house rules
- Comments or other social communication on any Chrysalis Social Media platform should always be polite and respectful
- Spam, spam links or foul and abusive language will not be tolerated
- Negative, abusive or obscene comments towards Chrysalis, staff or service users will not be tolerated
- Bullying or threats will not be tolerated
- Trolling of any kind will not be tolerated
- Comments may be removed from our social media pages if we feel they are not appropriate
- Comments or other social communication deemed to be in breach of these organisational house rules will result in the user account being blocked, banned and reported if in breach of the platforms rules

We reserve the right to modify or change these conditions at any time



INVESTOR IN PEOPLE

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