

WHAT TO DO WHEN...

A Post is Reported

Read the post and the reason for reporting it



Check the Facebook Charter and decide if it breaches any of the rules.



IF rules are broken, **SCREENSHOT the post before removing it** and send it, along with the rule it has broken via email to enquiries@widowedandyoung.org.uk



There is the option to send an anonymised message from 'an admin' when a post is removed – suggested text could be:

"Your recent post has been reported and removed as it goes against WAY's Facebook Charter *copy section from charter*

Should you wish to discuss this further please send an email to enquiries@widowedandyoung.org.uk and one of WAY's Operational Team will get back to you during working hours. "



IF no rules are broken, no further action is necessary. There is no need to enter into any dialogue with the member who has reported the post.



IF you are unsure about a reported post, or see a post that makes you feel uncomfortable, but you are not sure if it breaks the rules, contact the FB Moderation team and ask for advice.

WHAT TO DO WHEN...

A Comment is Reported

Read the post, other comments and the reported comment alongside the reason for reporting it



Check the Facebook Charter and decide if it breaches any of the rules.



IF rules are broken, **SCREENSHOT the post and comment before removing the comment** and send it, along with the rule it has broken via email to enquiries@widowedandyoung.org.uk



There is no option to send an anonymised message from 'an admin' when a comment is removed – so suggested text to send via Messenger could be:

"Your recent comment has been reported and removed as it goes against WAY's Facebook Charter *copy section from charter*

Should you wish to discuss this further please send an email to enquiries@widowedandyoung.org.uk and one of WAY's Operational Team will get back to you during working hours.

"

Ignore any further responses



IF no rules are broken, no further action is necessary. There is no need to enter into any dialogue with the member who has reported the comment.



IF you are unsure about a reported comment, or see something that makes you feel uncomfortable, but you are not sure if it breaks the rules, contact the FB Moderation team and ask for advice.

www.widowedandyoung.org.uk

Registered Charity No: 1164988
Email: enquiries@widowedandyoung.org.uk



WHAT TO DO WHEN...

Comments Need to be Turned Off

Sometimes, a post has not broken the rules but the tone in the comments becomes unpleasant – in this instance, when things are clearly escalating, comments can be turned off – this is always a last resort, as often members can resolve it naturally.



If it is decided to turn off comments because of the tone, **SCREENSHOT the post** and send it, along with the reasons for intervention via email to enquiries@widowedandyoung.org.uk



Use the image below to post prior to turning off comments



Do NOT engage with any members who message you with regards to a decision made as an admin – their correct route to discuss this is via the enquiries email above.



IF you are unsure about turning off comments or see something that makes you feel uncomfortable, but you are not sure what to do, contact the FB Moderation team and ask for advice.



Guidance on using the 'Admin Aware' image



- This image would be used as a holding comment on a thread that had a post that did NOT break the charter rules, but the tone of the comments was becoming unpleasant. This would be PRIOR to turning off comments, should this be required.
- This image would be used to allow an admin (ideally a member of staff) to contact the original poster, to give them the option to either remove the post or turn off comments themselves which is preferable to admin taking action.



WAY Facebook Charter

This group is moderated by a **small team of volunteer WAY members**, who are here to ensure that the page remains a **safe and supportive space** for all members, by reviewing reported posts and comments according to this charter.

All WAY members have signed up to the **Membership Policy** from where this charter has been created. If you see something you think needs moderation, **please report to group admins** by using the 3 dots beside the post/comment

To keep the group a safe space, please ensure that your posts and comments:



Are Kind, Courteous and Respectful

We are all WAY members looking for support. Kindness is required



Contain no hate speech or bullying

Make sure everyone feels safe. WAY is a diverse and inclusive charity and any kind of bullying will not be tolerated.



Contain no promotions or Market Research

This group is solely to support WAY members. Offering services or goods for money, or other requests for money are not allowed either - please respect this.



Respect everyone's privacy

The safety and security of WAY members, and their information, is very important to us. A great deal of sensitive and private information is shared in the group. What is shared in the group should stay in the group.



Are mindful of others

As a diverse and inclusive group there are a wide range of experiences and opinions. Please respect these differences and try not to engage in disagreements. Should anything give you cause for concern, please contact **enquiries@widowedandyoung.org.uk**

W&Y Widowed
and Young

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