# Curo Social Media House Rules

At Curo, customers can use our social media channels to get in touch with issues and queries. It’s also a place to share ideas, answer questions and for us to share news and information from across the organisation.

Our Customer Contact Team monitor our social channels Monday to Friday 8am to 8pm and always aim to deal with customer queries as soon as possible and within 24 hours wherever we can (excluding weekends). Outside these times and in case of emergency, customers should contact our out-of-hours service on 01225 366000.

We want everyone - customers and colleagues alike - to feel comfortable and safe to communicate using our channels.

To ensure our social media channels remain a respectful and constructive space, these house rules set out guidance about how we expect everyone to behave.

# Behaviour and language

* Please always remain kind and polite when posting.
* Comments or posts that contain offensive, defamatory or aggressive language or views will not be tolerated. This includes content that is racist, sexist, homophobic or any form of hate speech.
* We are committed to the protection of customers and colleagues. Any posts that target or share defamatory content about customers or colleagues will be removed.
* Individuals may be blocked - either temporarily or permanently - from making further comments.
* We also reserve the right to remove spam, repetitive comments or ‘link baiting’ posts.

# Sharing information

* Individuals are wholly responsible for the content they post or share in our channels.
* Users must also comply with the terms and conditions of the social media platform on which they are posting.
* For customers using our social channels for customer service queries, please don’t share personal information in public. Our colleagues will always ask for you to direct message to share this information.

By using our social media channels, you agree to abide by our house rules.