



Facebook Policy

1. Establish Acceptable Response Times

LPCF will endeavour to respond to a post within 7 days.

2. Guidelines for Resolving Issues e.g complaint about LPCF

If an issue occurs we will respond on Facebook to the issue, but will not respond after 2 posts and will ask the person to contact LPCF by email or phone so we can find a solution to the individual problem.

If the problem escalates it will be dealt with under LPCF complaints procedure.

3. Process for Handling enquiries

Enquiries other than signposting or giving personal opinions should be directed to the LPCF email address, postal address or phone number. Where advice is required please use this stock response.

4. Ground Rules for posts involving Promotion / Advertising

Limited promotion / advertising on LPCF Facebook page may be allowed at the discretion of the moderator who's judgment shall be binding. (The moderator may wish to consult with other Trustees if necessary)

LPCF will not however allow

- Selling or sales by individuals or others (unless sales relate to disability/SEN equipment judged to be of interest to members)
- Promotion of competitor organisations (if events are the same as LPCF)

If user wish to promote an event or advertise please contact LPCF via e-mail or phone number and we will endeavour to add it to our Other Organisations page on our website

5. Membership verification - from 1 Jan 2017

Facebook is a members service and such users should be registered on our members database or professional database.

To comply with this new users will be verified as being registered on our databases before acceptance to Facebook.

LPCF will also conduct periodic trawls to review that Facebook users remain registered. Those found not to be registered will be contacted via Facebook to provide notice that unless they re-register with LPCF then their Facebook group membership will be removed. Adequate notice is deemed as a Facebook message or email providing 30 days notice.

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Approved by Trustees	20 Dec 2016