

HBRegionalCouncil – Facebook Moderation Guidelines

The purpose of this Facebook page is to:

- Share HBRC's latest news and events information
- Read your opinions and get informal feedback on various topics relating to Council activities
- Build a community of people who care about the region.

Availability

We will update and monitor this page during office hours, Monday to Friday.

Moderation

We openly welcome your comments. We encourage discussion and want to hear your feedback – both positive and negative. We value the opportunity to host your views, and to provide a space for interaction and discussion.

We ask that you engage with us, and with one another, with respect and understanding.

We won't comment on political issues or get involved in debates.

We ask that you are polite and respectful with your comments and views and consequently ask that you:

- Keep your posts nice. Do not include content, images or links to things that contain profanity or may be considered profane, obscene, sexual, discriminatory, racist, defamatory, threatening, perceived as harassment or hateful to any person or organisation
- Keep posts relevant to HBRC and its activities
- Do not post any of your own or anyone else's personal information.

We reserve the right to hide or remove harmful posts or comments from this page if they contain disrespectful, rude or abusive language; direct personal attacks or disclosure of private information or details of elected members or staff, other Facebook users or individuals; objectionable material; and unsolicited advertising, marketing or spam.

If your contributions repeatedly fail to comply with Facebook's terms, and/or the above guidelines, you may be blocked from posting to this page.

If you are requesting a particular service and require an immediate response, please call us on 06 835 9200 or 0800 108 838.

If you have a complaint about the Council, its services, or a member of staff, please use our website feedback form here: <http://www.hbrc.govt.nz/our-council/aboutcouncil/contact-us/customer-feedback/>.