
Twitter Use Policy

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1 Availability

Our Twitter account is managed by our Communications Team. The account is managed during office hours, Monday to Friday. We may monitor or respond from time to time outside these hours. We do not accept responsibility for delay or lack of response due to Twitter downtime.

2 @replies and Direct Messages

We read all @replies and Direct Messages (DMs) sent to us and make sure that any emerging themes or helpful suggestions are passed to our colleagues. We respond to @replies and DMs if we feel that we can contribute to the discussion or offer help.

3 Following

We follow Twitter accounts that are relevant to our work. This could include the Twitter accounts of individuals, as well as organisations, both public and private. Our decision to follow a particular Twitter user does not imply endorsement of any kind and does not mean that we support that user, or his or her views.

4 Engagement

We may like, share, re-tweet or re-post news, links and other content relevant to our work and mandate, and of potential interest to our followers. These actions do not imply our endorsement of the message or an individual or organisation that the tweet originated from.

5 Making a complaint

Our Twitter account is not a channel for submitting complaints. This is because we cannot guarantee that we will respond to you via Twitter in a timely manner. If you have an enquiry or would like to submit a complaint, please use our online form (<https://www.ombudsman.wales/complaints/>), or telephone or write to us:



0300 790 0203



ask@ombudsman.wales



Public Services
Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

6 Existing complaints

We may publicise anonymous case studies and discuss issues in general terms. However, we do not use our Twitter feed to engage on matters relating to specific existing complaints. We aim to avoid escalation of such matters in the public domain. If you want to discuss a specific case, please contact our office directly using the contact details above. Alternatively, if you require other advice and assistance, or would like to share with us your feedback you are welcome to contact us via Direct Message.

Our social media posts are not in any way binding or an authoritative source of law, policy, advice or guidance from our office.

7 Personal information

If you choose to engage in conversation with us via social media, you should be aware that you do so within the public domain. To protect your privacy and that of others, we recommend that you do not include personal information in your posts.

8 Welsh language

We post our content in Welsh and English. We cannot guarantee that external content that we share or retweet is available in Welsh.

We welcome contact via Twitter in Welsh and in English. We will always respond to you in the language of the original @reply or DM. You are welcome to notify us of your language preference at any time.

9 Staff use of Twitter

Some of our staff may tweet using their own names, as private citizens. Despite their professional affiliation with PSOW, their tweets or retweets do not represent the official position of PSOW.

10 Unacceptable behaviour

We welcome and encourage all comments and expect conversations will be carried out in a respectful manner. We ask you to keep your comments relevant and avoid personal attacks. We will not tolerate offensive, disrespectful, or abusive comments about an individual, our organisation or any of the bodies in our jurisdiction.

Unacceptable behaviour can include, but is not limited to:

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- abusive, obscene, indecent, threatening, violent or offensive language or content
- defamatory, harassing, hateful remarks or accusations against individuals or organisations
- naming individual staff members
- comments that are discriminatory based on race, national or ethnic origin, age, religion or belief, gender and gender reassignment, marital status, socio-economic status, physical or mental disability, sexual orientation or use of the Welsh language
- messages that encourage or suggest illegal or illicit activity
- excessive links and code
- posts revealing too much personal information
- posts that are repetitive or are considered spam, such as the same comment being posted repeatedly.

To protect our staff from unacceptable behaviour, we reserve the right to block and / or report any unreasonable persistence, threats or offensive behaviour.

11 Review and publication

This policy will be reviewed every 2 years and is published internally and externally.

All queries about this policy can be directed to:

policycontrol@ombudsman.wales