



# HALL FACEBOOK GROUP COMMUNITY GUIDELINES

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The Hall Facebook group has been set up by the Warden to make your time in the intercollegiate halls safer, more enjoyable, better informed, and more sociable. Only current Hall residents and staff are allowed to be members of the group. We have just four very simple *golden rules* that you must follow when using the Hall Facebook group, plus some guidelines for how to make the most of it.

## FOUR GOLDEN RULES

### 1. Be respectful.

Please help us ensure our online community remains a safe and welcoming space for everyone, of every age, race, religion, sexuality, nationality, disability, and gender identity.

It's ok to voice a complaint or disagree with another post, but please do so in a polite and constructive manner. Never violate the privacy or dignity of another person. Obscenities, sexually explicit material, personal attacks and defamatory comments about any person, group, organisation or belief will be removed.

### 2. Don't post anything that is illegal or unlawful, nor which breaches the University's Ordinances, accommodation Licence Agreement, or Hall Handbook.

In particular, Ordinance 17 (Code of Student Discipline) and Ordinance 21 (Equality Policy) – available at [www.london.ac.uk/977.html](http://www.london.ac.uk/977.html).

You also must not post anything that might promote or encourage others to behave in a manner that that is illegal, unlawful, or in breach of the University's Ordinances, accommodation Licence Agreement or Hall Handbook.

### 3. Don't infringe copyright, data protection, or intellectual property rights.

### 4. Don't spam, nor use this Facebook group for commercial purposes.

If you break any of these four golden rules, the offending post(s) will be removed and you may be suspended or permanently blocked from the group. Serious breaches will result in disciplinary action.

## HOW TO MAKE THE MOST OF YOUR HALL FACEBOOK GROUP

- Be careful not to allow others to use your Facebook login.
- Think before you post and consider your audience.
- Protect your own and others' privacy, but be transparent and honest about your identity.
- Be a valued member of the community and be accurate in your posts.
- It is ok to complain about Hall facilities and services on the group, but please remember this is not a recognised channel for reporting problems to us. A member of staff might or might not see your post. If you want us to take action about something, please speak directly to a member of staff, email us, or use the dedicated systems for reporting maintenance or catering problems.
- If you feel a post, photo, video, or other contribution on the group has breached these guidelines, please bring it to the attention of the Warden or a Senior Member as soon as possible.

## THE SMALLPRINT

- The University of London cannot guarantee that your Hall Facebook group will be available at all times and cannot be held liable for any loss or damage (including consequential loss) resulting from or arising out of use or non-use of the group.
- By posting any comments, links, or other material in your Hall Facebook group, you give the University of London the right to reproduce, distribute, publish, display, edit, modify, remove, delete, create derivative works from and otherwise use your submission for any purpose in any form and on any media.
- Membership of the Hall Facebook group *may* include:
  - the Warden,
  - the Hall Manager,
  - the Assistant Hall Manager,
  - Senior Members,
  - the Head of Residential Accommodation,
  - the Deputy Head of Residential Accommodation, and
  - members of the Housing Services and Accommodation Finance teams.

Not all these staff groups may be members at all times, and not all will be regular users of the group. For this reason, we strongly recommend that you do not use the group to report problems in the Hall: your post(s) may not be seen by the relevant member of staff. Instead, use the channels of communication explained in your Hall Handbook for reporting any problems to members of staff.

- If we *do* see a complaint posted on the group about something in Hall, our usual action will be:
  - If the complaint is obviously about something very serious that clearly requires action, the member of staff who sees the post will copy & paste it into an email to the member of staff who would be responsible for dealing with that problem; he/she will then comment on the post to say they have forwarded it.
  - If the complaint does not obviously require immediate action, then we will comment on the post to tell you what you can do or whom you can talk / write to if you want us to act on your complaint.
    - *We know that sometimes, you might feel frustrated by something that has happened and you simply want to vent your frustration to others, without necessarily wanting us to do anything or talk to you about it. That's why we will give you the choice of whether or not to take up your complaint through an official channel.*
- Your Hall Warden is the chief moderator of the Hall Facebook group. Day-to-day moderating duties may be delegated to another member of the Halls team – usually a Senior Member.
- In the event that there is a dispute about whether or not a post, photo, video, or other contribution is in contravention of these guidelines, the Warden shall be the arbiter of the matter and his/her decision shall be final.
- Responsibility for any posts, photos, videos, or contributions uploaded using your Facebook login lies with you personally. We will not accept an argument that another person used your login unless this can be clearly proven to the satisfaction of the Warden.
- We also draw your attention to the Facebook Statement of Rights and Responsibilities, Data Policy, and Community Standards: [www.facebook.com/policies](http://www.facebook.com/policies).