



TWFRS Social Media House Rules

Please note: Our social media channels are not monitored 24/7. If you need to report an emergency, always call **999**.

We welcome your comments, questions and engagement on our social media channels. To keep this a safe and respectful space for everyone, we ask that you follow these simple rules:

What we welcome

- Respectful, relevant discussion and questions.
- Sharing of our posts to help spread important safety messages.
- Constructive feedback about our service.

What we won't allow

- Abusive, offensive or discriminatory language.
- Personal attacks on our staff, volunteers, retirees or other users.
- Comments that spread false or misleading information about incidents, investigations or our work.
- Spam, repeated posting, or content that is off-topic.

Moderation

- We reserve the right to hide or remove comments that breach these rules.
- Repeated breaches may result in users being blocked from our channels.
- Please do not use social media to report emergencies - always dial **999**.

Please note

All users must also comply with the **Community Standards** or **Terms of Use** of the platform they are using (e.g. Facebook, Instagram, X, LinkedIn).

Thank you for helping us maintain a safe and respectful online community.

- Tyne and Wear Fire and Rescue Service

