



## Social Media

This policy is designed to support Jamboree departments and subcamps and ensure we have a unified and consistent communications structure.

If you ever need any help or support with anything to do with social media, please contact The Director of Media and Communications who oversees the Jamboree social media.

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By social media we mean Facebook, Twitter, Instagram, YouTube Pinterest, Flickr, Tik Tok and any public websites. The official social media pages for the Jamboree are:

[facebook.com/norjamjamboree](https://facebook.com/norjamjamboree)

[twitter.com/norjamjamboree](https://twitter.com/norjamjamboree)

[instagram.com/norjamjamboree](https://instagram.com/norjamjamboree)

These platforms will be used to communicate key messages of the Jamboree.

No Jamboree subcamp, department or team will be allowed to create or operate any form of public social media presence or site. Norjam does not endorse any other public social media pages and action will be taken to remove these.

The only exception to this is in the form of Facebook, WhatsApp and Messenger groups that can be privately used by staff teams to interact and communicate informally with each other, with formal communications using the official email system. These groups must be private and closed, so that it cannot be seen publicly and can only be joined by invitation. No participants or contingent leaders should be allowed to access these groups.

### Commenting on Norjam Social Media

Join conversations and help keep conversations going, share stories, and generate ideas.

Questions will be answered as soon as possible or alternatively email [media@norjam.org.uk](mailto:media@norjam.org.uk)

### Best practice

Please avoid:

Sharing personal details on the page, i.e. email, phone numbers, addresses etc.

Sharing confidential information.

Sharing information about an identifiable person.

The use of offensive language and / or negative comments.

### Dealing with complaints

If you have a complaint regarding social media, email [media@norjam.org.uk](mailto:media@norjam.org.uk)

If the comment is offensive or abusive, a member of the communication team will remove the post as soon as practicable.

All complainants will be encouraged to make direct contact to discuss the situation.

All complaints will be dealt with as efficiently and quickly as possible.

All complaints will be dealt with in confidence.

