**Social Media - FAQ**

*What should I do if I see or become aware of inappropriate social media activity by a member of staff?*

In the first instance, discuss the matter with your manager, who may see advice from Human Resources or the Equality & Diversity team as necessary.

*I have seen someone making negative comments about the University on social media sites. Should I respond?*

Depending on the nature of the comment or the forum, it may not be appropriate for you to respond in a personal capacity. It is best to refer the matter to the most appropriate department. This could be Human Resources or Marketing and Communications. It is usually better to acknowledge negative feedback and give the person posting it the option of taking the conversation offline rather than debate it publically.

*Another member of staff is bullying me through social media. Who can I talk to?*

You can raise this issue through our policies on Dignity at Work, or through our online facility ‘Report and Support’, available on StaffNet. You may also approach the alleged perpetrator yourself informally to tell them that the behaviour is offensive and unwelcome, you may request mediation, or you may submit a formal complaint. Keep all relevant evidence, as it may be required during any investigation into the facts. You can also talk to Human Resources for advice at any time.

*I have become aware that a member of staff is talking about working at the University in their blog. What should I do about it?*

Any member of staff who references the University on any social media should make it clear that the views expressed are their own, and they are not representing the views of the University. Any comments or posts should not bring the University into disrepute. If you believe that these rules have been breached, please contact Human Resources for advice.

*I am interviewing for a new appointment. Can I look at the applicant’s social media profiles?*

If a candidate has included links to their social media profiles (such as previous work or a blog) in their application then it would be reasonable for you to review them. Reviewing profiles on professional networking sites such as LinkedIn is also acceptable as their purpose is to demonstrate experience and skills. However, generally we do not allow managers to review social media activity that is of a personal nature. Any recruitment decision influenced by knowledge gained about a candidate based upon information shared on social media could be potentially discriminatory.

*Members of my team are spending excessive amounts of time using social media at work. What should I do about it?*

You should treat potential timewasting on social media in the same way you would any other potential misconduct issue. Consider whether the matter can be dealt with by way of an informal conversation, and record this for your own records. It may be appropriate to ensure that your team understand University standards and expectations – in this case the Social Media Policy. If the matter is more serious or continues, then consider whether a formal investigation is required under the Disciplinary Policy. Take advice from Human Resources if required.

*I haven’t received a complaint, but I have become aware of some inappropriate behaviour on social media that could amount to bullying. What should I do?*

It is important to take prompt action. We have a duty of care to our members of staff, but prompt action will also prevent the problem from escalating. If it appropriate, raise the matter with the individual concerned. It may be appropriate to commence an investigation. Seek advice from Human Resources or the Equalities team.