



## **Suicide Call Back Service - Forum Moderation Policy**

### **Terms of forum use**

Prior to joining the Suicide Call Back Service (SCBS) Forum, all users are required to read and agree to the following terms and conditions:

### **Terms & Conditions**

Although we attempt to moderate all messages we cannot be held responsible for any messages posted. You understand that the views expressed on this forum do not in any way reflect the views of Suicide Call Back Service or its staff, and we do not vouch for or warrant the accuracy, completeness or usefulness of any message. You agree that neither these forums, nor any person or entity associated with them will be held responsible for any content.

You agree that you will not use our forums to post any material or links to any material which is knowingly false and/or defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy, or otherwise in violation of any law.

You agree that you will not post copyrighted content without the express permission of the copyright holder. Advertisements, chain letters, pyramid schemes and solicitations are also inappropriate in this forum. We reserve the right to remove, edit, close or move any post for any reason at our discretion.

### **Interpretation of Terms**

Terms used in the above Terms and Conditions statement (e.g., 'vulgar', 'hateful' etc) may be subject to differing interpretations. The Suicide Call Back Service is the sole arbiter of the meaning of these terms for the purposes of the SCBS Forum.

### **Users 'at-risk'**

Where a user posts a message which indicates that they may be at risk of suicide or self-harm, or a risk to others, SCBS will make every reasonable effort to contact the user in order to ensure their safety and refer them to appropriate support. However, the forum is not intended as a support forum for people at risk of suicide, and SCBS cannot guarantee that all such posts will be responded to quickly, due to limited moderator staffing hours.

Any posts from at-risk individuals will be removed from the forum.

### **Moderators**

Moderation is carried out by the SCBS Web Administrator, who reviews all forum posts to ensure they comply with the website's terms of use. The Web Administrator may seek the

advice of other SCBS staff and management in relation to specific moderation decisions.

## **Violations**

In the case where a post is deemed to violate the above Terms and Conditions, SCBS's response will depend on the severity of the violation. If the violation is considered severe (for example, posting links to pornographic material), the post will be removed and the user banned summarily.

For less severe, or borderline violations, the post will be removed and (where account settings permit) the user will be sent an email or private message explaining the reason for the removal of the post and reminding them of the forum terms and conditions. Any further violations will result in an immediate ban.

Whenever a post is removed or a user is banned, the user will be sent notification and informed of the reasons.

SCBS retains the right to edit posts without removing them altogether, and to edit user profiles where they are deemed to contain inappropriate content.

## **Censorship and Public Responses**

SCBS will not censor opinions expressed on the forum merely because they are at odds with the public position of SCBS, or the views of its staff or management, unless the opinions are expressed in ways that violate the above Terms and Conditions. However, in some cases, SCBS may choose to post a public response in order to make clear SCBS's position on the subject.

## **Discretion**

Whilst the above guidelines specify SCBS's general policy, all guidelines are enforced subject to the discretion of the Moderator, and normal policy may be waived or action other than that specified in this document may be taken if deemed appropriate.