

## **Social Media Policy**

Any patient who wishes to make a complaint or provide feedback to the practice is encouraged to do so via the correct processes. This allows the practice the opportunity to address any issues quickly and fairly.

Social media is not an appropriate forum for complaints as it does not afford the practice the opportunity to respond in an appropriate and confidential way; we ask that patients do not use social media for this purpose. Additionally, if abusive or defamatory posts on social media are brought to our attention we will contact the individuals involved directly.

Inappropriate posts may be considered to be a break down in the doctor-patient relationship and may result in the individuals involved being removed from our practice list. If the comments are abusive or extreme, we reserve the right to immediately remove those patients from the practice list, and/or involve the Police.