

Online Safety & Moderation Policy

UP – The Adult Cerebral Palsy Movement

Policy owner: Trustees of UP – The Adult Cerebral Palsy Movement

Review period: Every 12 months

Purpose

This policy explains how UP manages safety and moderation across its online community, website, and digital platforms.

Moderation principles

- Protect members from harm
- Maintain respectful discussion
- Prevent abuse and harassment
- Reduce misinformation that could cause harm
- Support a safe peer-support environment

Moderator responsibilities

- Act fairly and consistently
- Avoid conflicts of interest
- Respect confidentiality
- Follow safeguarding procedures
- Keep appropriate records of serious incidents

Content that may be moderated

- Harassment or bullying
- Discriminatory language
- Hate speech
- Threats or intimidation
- Sharing of personal information
- Scams or financial exploitation
- Dangerous medical misinformation
- Spam or repeated advertising
- Safeguarding concerns

Moderation actions

- Edit content
- Hide posts
- Remove content
- Issue warnings
- Restrict features
- Suspend accounts
- Permanently remove accounts

Reporting and escalation

Members can report concerning content using the forum reporting tools or by contacting moderators directly. Serious concerns should be escalated to trustees and, where appropriate, safeguarding authorities, emergency services, or law enforcement.

Crisis situations

The UP community is not an emergency or crisis service and is not monitored continuously. If someone appears to be in immediate danger, moderators may contact emergency services where sufficient information is available.

Privacy and records

Moderation records and safeguarding-related records will be stored securely and accessed only by authorised individuals.

Review

Trustees will review moderation and online safety arrangements regularly to ensure they remain appropriate for the community.