



Community guidelines and information

Introduction

The Quality Assurance Agency for Higher Education (QAA) provides a number of opportunities for people to discuss the content that we publish, as well as broader HE-related issues.

Our aim is to ensure that this website and our social media accounts are inclusive and safe, and that discussions are constructive and polite. Therefore we expect all participants to abide by these guidelines.

Moderation

QAA reserves the right to remove any comments posted on our social media accounts, or on our websites; to block users from our accounts; and to report malicious activity to website moderators.

Comments may be removed and/or users blocked if:

- they are disruptive, offensive or abusive
- they are unlawful, harassing, defamatory, harmful, obscene, profane, sexually oriented, racially offensive or otherwise objectionable
- they describe or encourage activities which could endanger the safety or well-being of others
- they contain swear words or other language likely to offend
- we suspect spamming activity
- they are advertising or promoting products or services
- they include contact details such as phone numbers, postal or email addresses
- they are seen to impersonate someone else
- they are considered to be off-topic for the discussion
- they are written in languages other than English and Welsh. If you wish to communicate with us in other languages, please contact our team at: enquiries@qaa.ac.uk.

Please note that QAA's decision about whether a comment should be published or removed is final. In most cases we are unable to enter into discussions about why a comment has been refused.

Availability

We will update and monitor our social media accounts during office hours, Monday to Friday.

Social media websites may occasionally be unavailable and we accept no responsibility for lack of service due to downtime.

Intellectual property and copyright

For information about copyright and intellectual property, and how it applies to content available on this website and through other channels, please refer to the terms and conditions of the service being used together with [QAA's copyright policy](#).

Responding to messages

We welcome feedback and ideas and try to respond wherever possible. However, we are not able to reply individually to all the messages we receive through our social media accounts.

Feedback, questions, key topics and trends are passed to the relevant people in QAA, in line with our [data protection policy](#).

You can also [contact us by email, phone or post](#).