

General Content

Content Complains & Concerns Procedure

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Summary

We take our responsibility for displaying content on a public platform, such as the Internet, very seriously.

Unfortunately we cannot always control the nature or accuracy of content provided by users in an interactive setting.

However, while we do our best to police the content managed by General Content, we encourage visitors to raise their complaints and concerns via our help desk system to be formally addressed by our staff.

Raising a Concern or Complaint

1. Go to our content help desk site at [http://www.generalcontent.co.uk /support](http://www.generalcontent.co.uk/support).
2. Click submit a ticket and complete the form with as much detail as you can.
3. Be sure to include:
 1. The website address.
 2. Specific page addresses concerned.
 3. The nature of your concern.
 4. Any action you propose to be taken.

How we will address your Concern or Complaint

Our staff will reply to your ticket as soon as they can.

In addressing concerns and complaints, we will consider the following:

1. Are we responsible for the content.
2. Is there a legal obligation to remove the content.
3. Does the content meet our Content Policy.
4. Is the content correct and accurate.

We will then feedback, via your ticket, any action taken.