



Social Media, Online Contact & Communication Policy

Where your case is discussed, what we will and won't do online, and how your privacy is protected.

DOCUMENT CONTROL

Policy owner	Jasper Armitage-Williams, Founder
Version	2.0 — replaces the earlier Social Media and Communication Policy
Approval date	September 2026
Read alongside	WheelieQueer Client Terms · How to email us about your case · Recording & Transcription Consent Form · Complaints & Feedback Policy · Data Protection & Confidentiality Policy · Privacy Notice
Contact	info@wheeliequeer.net

1. About this policy

Online communication is quick and convenient, and it brings real risks around confidentiality, privacy and personal disclosure. This policy explains how WheelieQueer handles social media and online contact, and what you can expect from us.

2. Where your case is discussed

Casework happens through your **WheelieQueer case email thread** — not through social media messages, and not through anyone's personal account. That keeps everything about your case in one place, and keeps it confidential and secure.

Our guide **How to email us about your case** explains how that works.

If email isn't a workable format for you, tell us. We can agree different arrangements as part of your access needs.

3. We won't look you up

We will not search for your personal social media profiles as part of ordinary casework.

The exceptions are narrow: if you have specifically asked us to look at something relevant to your case, or if there is another legitimate reason and it is appropriate — which we would record and normally tell you about.

If we come across your profile by accident, we won't browse it out of curiosity.

4. Following and contacting

You're welcome to follow, like or share WheelieQueer's public accounts. Bear in mind that on some platforms this is visible to others, and could suggest a connection between us.

We won't ordinarily follow individual clients back from our public accounts simply because they are clients.

Our staff and advisers don't use personal social media accounts for casework. If you contact a personal account about your case, we'll point you to the right WheelieQueer channel rather than dealing with it there.

5. Public posts and confidentiality

If you comment publicly on one of our posts, **we won't confirm or reveal that you are a client**, and we won't discuss your case in public comments or direct messages.

If you post personal information about your case publicly, we won't repeat or amplify it. Where it seems useful, we'll quietly suggest a safer channel. This is about protecting your privacy — not about blaming you for what you choose to share.

6. Complaints and criticism

You do not have to complain privately, and criticising us publicly is not misconduct.

We may invite you to use our **Complaints & Feedback Policy**, because that gives us a structured way to investigate and respond properly. That's an offer, not a requirement, and not a condition of continuing support.

7. Testimonials and reviews

We sometimes ask whether someone would like to give a testimonial or review. **Saying no is completely fine and changes nothing about your support.**

If you say yes, we will ask for your written agreement before publishing anything identifiable, and you can use a first name only or a pseudonym.

You can withdraw permission at any time and we will remove the testimonial from anything we control. We can't promise to remove material that others have already copied, quoted, screenshotted or shared elsewhere, because those platforms aren't ours.

8. Recording sessions

WheelieQueer's own recording and transcription is covered by the separate **Recording & Transcription Consent Form**. We won't record without your agreement.

If you would like to **record a session yourself**, just ask. We'll agree the arrangements with you beforehand, including anything that affects an interpreter or another person in the session.

9. Official contact details

Casework	Your existing WheelieQueer case email thread
Anything new, or if unsure	info@wheeliequeer.net
Website	www.wheeliequeer.net
Please note	All our official addresses end in @wheeliequeer.net . Personal accounts and personal email addresses are not official WheelieQueer casework channels.

Approved by: Jasper Armitage-Williams, Founder, WheelieQueer · **Version:** 2.0 · **Approval date:** September 2026 · If you need this policy in another format, please tell us and we will do what we reasonably can.