

Twitter policy

Content

The HMI Prisons Twitter account (@HMIPrisonnews) is managed by our Communications team. If you follow this account, you can expect tweets about our work inspecting prisons, young offender institutions, immigration removal centres, court custody facilities, police custody suites and secure training centres in England and Wales.

HMI Prisons is bound by the Civil Service Code and cannot engage on issues of party politics.

Safeguarding and complaints

HMI Prisons does not have a remit to investigate or resolve individual complaints and we cannot discuss complaints over Twitter. If you would like to contact HMI Prisons about any safeguarding concerns you may have, please do so via email (hmiprison.enquiries@hmiprison.gsi.gov.uk) or telephone (020 7340 0500), or write to us at HM Inspectorate of Prisons, 3rd floor, 10 South Colonnade, London, E14 4PU.

If you see a tweet or other electronic message claiming to be from HMI Prisons that you suspect may be fraudulent, please forward it by email to hmiprison.enquiries@hmiprison.gov.uk.

Replies and Direct Messages

HMI Prisons will not reply individually to all replies and direct messages we receive via Twitter. Any safeguarding concerns should be directed to HMI Prisons via email (hmiprison.enquiries@hmiprison.gov.uk) or telephone (020 7340 0500), or by writing to us at HM Inspectorate of Prisons, 3rd floor, 10 South Colonnade, London, E14 4PU.

If you need to contact HMI Prisons for official correspondence visit our Contact Us page, <http://www.justiceinspectorates.gov.uk/hmiprison/contact-us/>.

Following

If you follow @HMIPrisonnews, we will not automatically follow you back. We reserve the right to unfollow accounts we believe are malicious or spam.

Our following a Twitter account does not imply endorsement of any kind.

Retweeting

Retweeting will be used to highlight appropriate content that is relevant to our work. A retweet does not imply our endorsement of the message, nor does it imply our endorsement of the individual or organisation the message originated from.

Availability

We will update and monitor our Twitter account during office hours only, Monday to Friday. Twitter may occasionally become unavailable. HMI Prisons cannot accept responsibility for lack of service due to Twitter downtime.