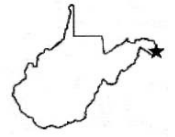




RANSON

AT THE CENTER OF OPPORTUNITY.

City of Ranson



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Council Members:

Jaden Bound
Andy Colandrea
Tommy Custer
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City of Ranson Social Media Comment Policy (Updated August, 2025)

Purpose:

The City of Ranson maintains social media pages to provide information, updates, and engagement opportunities for residents, businesses, and visitors. We welcome and encourage all viewpoints by public comments and discussion; however, all interactions must remain respectful, relevant to the topic of public concern, and within the guidelines of this policy. We review the comments posted to our social media pages on a regular basis and reserve the right to delete comments that violate this policy.

By engaging with our social media platforms, users agree to abide by the following:

Commenting Guidelines:

To foster a constructive and respectful dialogue, all comments and interactions must:

- ✓ Be relevant to the topic of the original post.
- ✓ Remain respectful and courteous to all users.
- ✓ Comply with all applicable laws and social media platform policies.

The City of Ranson reserves the right to hide, delete, or report comments that contain:

- ✗ Personal attacks, threats, or harassment toward city employees, officials, or other commenters.
- ✗ Hate speech, disparaging comments, discriminatory remarks, or content that targets individuals based on race, ethnicity, religion, gender, disability, or other protected characteristics.
- ✗ Profanity, vulgar language, nudity, or obscene content.
- ✗ Defamatory statements.
- ✗ Language or content suggesting or encouraging violence or illegal activity.
- ✗ Spam, commercial advertising, or self-promotion.
- ✗ Content promoting political organizations or candidates.
- ✗ Comments that disclose personal or confidential information (e.g., home addresses, personal phone numbers, personal email addresses).
- ✗ Personally identifying, sensitive, and/or private information.
- ✗ Information that could reasonably compromise employee or public safety
- ✗ Off-topic comments that disrupt meaningful discussion

Repeated violations may result in a user being restricted or banned from commenting on City of Ranson social media pages.

Moderation & Enforcement:

The City of Ranson actively monitors its social media accounts and enforces this policy as follows. The Policy Administrator shall be the City Manager, who will oversee enforcement and maintain records of violations and moderation actions.

- **First Violation** – The comment may be hidden or deleted, and the user will receive a warning referencing this policy.
- **Second Violation** – The user may receive a temporary restriction from commenting.
- **Third Violation** – The user may be banned from further interaction on the City's social media platforms.

Serious Offenses (Threats, Harassment, or Illegal Content) – The City may report the comment to law enforcement or the social media platform for further action.

The City also maintains records (e.g., screenshots/logs) of deleted comments and banned users to ensure accountability and transparency in enforcement.

Appeals Process:

Users who believe they have been restricted or banned in error may submit an appeal for reconsideration.

- Appeals must be submitted in writing to cityclerk@ransonwv.us within 10 business days of the restriction notice.
- The City Manager will review the appeal and make a recommendation.
- Final appeal decisions will be heard by the City Council, which will determine if the restriction should be upheld or overturned. All appeal decisions are final.


Public Records & Disclaimer:

- Comments posted on City of Ranson social media pages may be considered public records and subject to disclosure under the West Virginia Freedom of Information Act (FOIA).
- Communications posted on our social media page will not be construed as satisfying requirements for legal notice or service, shall not be considered official public comment, and shall not be construed as an official request for records pursuant to the Freedom of Information Act
- The City does not edit comments but reserves the right to remove those that violate this policy.

Reporting Concerns & Formal Complaints:

Social media is not considered an official channel for contacting City officials. While the City may at times respond to queries and comments on social media, staffing for that purpose is not 24/7. If a resident has a concern or grievance related to City services, they are encouraged to:

 Email cityclerk@ransonwv.us

 Call (304) 725-1010

 Submit an official complaint form at www.ransonwv.gov

For emergencies or immediate threats, please contact 911 or the Ranson Police Department.

Policy Updates:

The City of Ranson reserves the right to update or modify this policy at any time to ensure it reflects best practices and legal requirements. Updates will be posted on the City's website and social media pages.