

MNC FB Group Moderator Guidelines - Decision Tree for actions

IF ...	AND ...	Then ...
A user has posted something inappropriate on the MNC FB page	The post violates the user guidelines.	Contact the user and ask that they remove the post. Include a link to the user guidelines in the communication.
	The post violates the user guidelines and the user has not removed it themselves after first contact or user is not reachable.	Moderator shall remove the post after taking a screenshot or by some other method make a copy of the offending post. The moderator shall communicate this action with the other moderators so all moderators are aware the action taken.
	The post <i>clearly</i> violates the user guidelines and is obviously offensive.	Moderator shall remove the post after taking a screenshot or by some other method make a copy of the offending post. The moderator shall contact the user explaining why they removed the post. Include a link to the user guidelines in the communication. The moderator shall communicate this action with the other moderators so all moderators are aware the action taken.
	The post may violate the user guidelines but falls in a grey area.	Moderator shall contact at least one other moderator to get their perspective. If moderators agree the post violates user guidelines, follow process for clear violations.
	The post may violate the user guidelines but falls in a grey area and moderators do not agree on action.	Moderator shall contact at least one other moderator to get their perspective. If moderators DO NOT agree the post violates user guidelines, document the post and moderator conversation but take no action on the post.
A Post has generated a heated discussion.	The thread is devolving into personal, perhaps disrespectful tones.	Moderator shall contact at least one other moderator to get their perspective. If moderators agree, close the thread. (Note, if only one individual in the thread is escalating / trolling, follow the guidelines violation process for that individual.)
IF ...	AND ...	THEN ...
A user repeatedly violates MNC user	User has had multiple posts removed and	Moderator shall contact at least one other moderator to get their perspective. If

guidelines.	received warnings, copy of the guidelines.	moderators agree the user shall be removed for 1 week. (They will need to request membership again after the probation period. This is a technical limitation of FB.) The user will be informed of the action and why.
	User has been suspended but continues to violate MNC use guideline after suspension expires.	If two or more moderators agree that a use should be blocked indefinitely, they will notify the board for action. The moderators will provide the board with all the appropriate documentation. The board must agree to blocking of the member via email or voice majority vote. The moderators will then block the user. (Note: a blocked user cannot view or interact with the page in any way.)