

Social media policy

Content

HMI Prisons' social media accounts are managed by our Communications team. These include accounts on X (previously known as Twitter), LinkedIn and any other channels that the Inspectorate may publish material on, including but not limited to YouTube. If you follow these accounts, you can expect posts about our work inspecting prisons, young offender institutions, immigration removal centres, court custody facilities 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 X, LinkedIn or other social media. If you would like to contact HMI Prisons about any safeguarding concerns you may have, please do so via email (hmiprisons.enquiries@hmiprisons.gov.uk), or write to us at HM Inspectorate of Prisons, 3rd floor, 10 South Colonnade, London, E14 4PU.

If you see a post or any message claiming to be from HMI Prisons that you suspect may be fraudulent, please forward it by email to hmiprisons.enquiries@hmiprisons.gov.uk.

Replies and direct messages

HMI Prisons will not reply individually to all replies and direct messages we receive via X, LinkedIn or other social media. Any safeguarding concerns should be directed to HMI Prisons via email (hmiprisons.enquiries@hmiprisons.gov.uk), 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.

Following

If you follow HMI Prisons on X, LinkedIn or other social media we will not automatically follow you back. We reserve the right to unfollow accounts we believe are malicious or spam.

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

Reposting

Reposting will be used to highlight appropriate content that is relevant to our work. A repost 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 social media accounts during office hours only, Monday to Friday. These accounts may occasionally become unavailable. HMI Prisons cannot accept responsibility for lack of service due to downtime on any social media platform.