

ARB guidelines on the moderation of consultation responses

These guidelines set out how we will moderate survey and other types of consultation responses that we receive and the policy we will follow in deciding whether to publish these.

1. ARB will respect permissions given by the respondent on what can be published.
2. ARB is committed to providing transparent platforms for discussion and feedback, and to sharing relevant information with stakeholders. Our starting point will therefore be a desire to publish any response in its entirety. However, we will review all content in advance of publication to ensure compliance with our Consultations [Code of Practice](#).
3. This moderation will be used to filter any unsuitable content but not as a general means of censoring responses. Subject to the permissions given by the respondent (1), we will publish an unredacted response with the name of the respondent, providing it:
 - a. is not malicious or offensive in nature and does not constitute or encourage an attack on a person's character.
 - b. does not break the law, including potentially libellous (defamatory) material concerning third parties, condoning illegal activity and breaching copyright.
 - c. does not incite hatred on the basis of race, religion, gender, nationality, sexual or personal characteristics.
 - d. does not include swearing, hate speech or obscenities.
 - e. does not contain links to websites that are malicious or that we otherwise consider inappropriate.
 - f. does not impersonate or falsely claim to represent another person or organisation.
 - g. does not make any commercial endorsement or promotion of any product, service or publication not relevant to the consultation.
 - h. does not reveal any individual's personal details, such as private addresses, phone numbers, email addresses and other online contact details.
4. We advise respondents to think carefully before making statements that may contravene the points above, particularly those about a specific organisation or person.

We are obliged to redact any statements from the published version of responses if they do not meet the guidelines on unacceptable material, meaning this may deny others the chance to see your views.

5. Please ensure comments seek to address the topic or focus of the engagement activity at hand. Users who intentionally distract from or ignore the discussion topic may have their comments treated as off-topic and removed.
6. ARB welcomes feedback, both positive and negative, about our work but please make sure your comments are in line with the above rules.
7. Responses will be published following the launch of the full survey report, subject to giving ourselves time to effectively moderate the content prior to publication.
8. Even if we redact text for the purposes of publishing a response, the full content of any response will still be considered as part of our analysis of responses.
9. This policy will be reviewed on an annual basis unless earlier review is required.
10. If you need further advice, please contact us by email at communications@arb.org.uk or telephone on 020 7580 5861.