



CSCS Group

Social Media and Comment Moderation Policy

1. Purpose

CSCS Group social media channels are designed to give practical, plain-English information for cardholders, prospective applicants, employers and the wider construction industry.

They cover CSCS cards and how to apply for, renew and use them, as well as tools such as My CSCS and Smart Check and the work of CSCS Ltd and the CSCS Alliance. This policy explains what is welcome, what may be moderated, and where to go for help with individual queries.

2. What is welcome

Questions, comments, suggestions and feedback are welcome, including criticism. Comments will not be removed solely because they are critical.

3. What may be moderated

CSCS Group reserves the right to hide, remove or report comments and messages that fall into any of the following categories:

- (a) Spam, scams, advertising, or links to unofficial or third-party sites offering cards, tests or application services.
- (b) Abuse, harassment, threats, or hateful, discriminatory or obscene language directed at individuals or groups.
- (c) Impersonation of CSCS Cards, CSCS Ltd, a card scheme, or any other person or organisation.
- (d) Personal data, including card numbers, dates of birth, addresses, contact details, or details of someone else's application or card status. Please do not post these in comments.
- (e) Unlawful or defamatory content.
- (f) Content that is clearly off-topic, repetitive, or posted in bad faith.

Repeated breaches of this policy may result in a user being restricted from commenting or banned from the channel.

4. Individual card and application queries

Individual card, application, renewal or card status queries cannot be resolved in public comments, and nobody should share personal details publicly. Where a comment or message relates to a named individual, personal data, an application or a card, a short public reply will direct the person to the right support route.

- For CSCS cards issued by CSCS Cards, contact CSCS Cards support: [CSCS.uk.com/contact](https://www.cscs.uk.com/contact)



- For cards issued by another CSCS Alliance scheme, contact that scheme directly: [CSCSGroup.co.uk/Alliance](https://www.cscsgroup.co.uk/Alliance)

CSCS Ltd does not issue cards.

5. Queries about licensing, the Alliance and industry topics

Queries about the CSCS logo licence, the CSCS Alliance, Smart Check access or Workforce Insights should be directed to CSCS Ltd: communications@cscs.co.uk.

Media enquiries should also be sent to communications@cscs.co.uk.

Policy, consultation and stakeholder matters are handled through the CSCS communications team.

6. Reporting suspected fraud or misuse

Suspected fake cards, misuse of a card, or scam websites and accounts should not be reported in comments. Please use the Smart Check reporting route for suspected card fraud, or contact CSCS directly for any other suspected fraud or impersonation: fraud@cscs.co.uk.

7. Direct messages

Direct messages are monitored; however, individual application queries will normally be redirected to the correct support route.

8. Response times

CSCS Group channels are monitored during normal working hours, Monday to Friday. Comments and messages will be answered or redirected as quickly as possible as appropriate.

9. Staff and personal accounts

CSCS Group staff may use social media in a personal capacity. Unless a post is published from an official CSCS Group channel, it does not necessarily represent the official position of CSCS Cards or CSCS Ltd.

10. Version control

V1 – October 2026