

Comments of this sort are generally harmless and allow other users to see an open conversation. Social media should be monitored but not censored. Not all complaints can be corrected, but we should always do our best. Try to rectify the situation and be sure to let them know what's being done. Open conversation is important, but so is accuracy. Correct any inconsistencies and do you best to give more accurate information to the poster.

Responses aren't just for negative comments! By responding you help to engage your viewers and create a conversation with your audience.



