

NAVIGATING FACEBOOK PAGE REMOVAL: GUIDANCE FOR ROTARY CLUBS & DISTRICTS

Has your Rotary Club's Facebook page been locked or blocked due to concerns over the use of Rotary International's branding? It can be frustrating, especially when automated systems, rather than human oversight, trigger these shutdowns, making the appeal process challenging. Here are some steps that you can take for unblocking your page:

STEP ONE

Complete this form developed by Rotary that allows them to efficiently check your page's status within Meta's Brand Rights Protection tool. **PAGE ADMINS ONLY:** Please fill out the form at <https://on.rotary.org/fbissue>. Rotary will respond and send you a licensing document that you customize with your Club/District info that you will submit to Facebook Help.

STEP TWO

Navigate to the Facebook Help Page, clicking the drop-down in the top right corner, "Help & Support," "Report a Problem," "Something went wrong," and then filling out the prompted form. Select "Pages" as the area that went wrong in the form. Provide a detailed description of the issue. **Here's a template you can use:**

"I am the admin of the [Your Club Name] Rotary Club page on Facebook. Recently, our page was locked due to an issue related to the use of Rotary International's branding materials.

As a chartered club/district of Rotary International, we are authorized to use their official logos and branding elements. Our use of these materials adheres to Rotary International's brand guidelines. See the attachment (this will be the form RI support sends you).

This page is essential for our community outreach and service activities. We kindly request a review and reinstatement of our page.

Thank you for your assistance.

Best regards,
[Your Name]
[Your Position in the Rotary Club]
[Contact Information]



Attach documentation and submit form

STEP THREE

If you have a business account, you can contact the Meta Pro Team. Click the "get help" button under "Meta Support." Fill out the form, select the Rotary-affiliated FB page, and submit as much information and documentation as possible.

https://www.facebook.com/business-support-home/?source=business_help_center_support

***If after 30 days no response, create a new Facebook page. Recommend using your Club/District Masterbrand for profile photo and a timeline photo that includes your Masterbrand logo.**