facebook Reporting Guide

What Happens When You Report Something?

At Facebook, nothing is more important than the safety and security of the people who use our service. With a community of over 901 million people, Facebook maintains a robust reporting infrastructure made up of dedicated teams all over the world and innovative technology systems.

Report / Mark as Spam

- Go to fb.com/hacked → Account Hacked?
- Go to on.fb.me/ImpostorHelp → Impostor Account?
- About Me or a Friend
  - "I Don't Like This Post" — Indicating you don't like the posted content
  - It's Harassing Me /A Friend — Indicating content as harassment
- About Something Else
  - Hate Speech — Indicating content as hate speech targeting race, ethnicity, national origin, religion, sex, gender, sexual orientation, disability or medical condition
  - Report As Spam — Indicating content to be spam
  - Sexually Explicit — Indicating content as sexually explicit
  - Violence or Harmful Behavior
    - Threat of Vandalism — Indicating content as theft or vandelism
    - Graphic Violence — Indicating a threat of graphic violence
    - Credible Threat of Violence — Indicating a credible threat of violence
    - Illegal Drug Use — Indicating content is related to illegal drug use
    - Self Harm — Indicating harmful behavior of a friend to his/herself
    - Suicidal Content — Indicating a potential suicide threat

Report to Facebook User Operation Teams:

- Safety Team
- Hate & Harassment Team
- Abusive Content Team
- Access Team

Facebook Team Actions:

- Reportee warned
- Disable reportee/ Feature-blocked
- Identification Check

Law Enforcement

In some cases, credible threats of violence are escalated to law enforcement.

What is Social Reporting?

In March 2011, Facebook pioneered a tool called, 'Social Reporting,' which enables people to report problematic content not only to Facebook, but also directly to their friends to help resolve conflicts.

Additionally, people can use the tool to reach out to a trusted friend who may understand the offline context of the situation and are able to assist.

Hundreds of team members

A majority of reports are reviewed within: **72** hours — more serious cases are prioritized

24 languages

Locations of User Support Teams

Menlo Park, Austin, Dublin, Hyderabad

Around the clock global support

Legend

Reporter Actions

- Send reportee a message
- Block reportee
- Unfriend reportee
- Social Reporting
- Contact Crisis Hotline
- Reportee can appeal a decision in some cases

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Facebook Partners

Facebook partners with over 30 reputable agencies and organizations to further assist in the prevention and aftermath of reported issues. These include: Facebook's Network of Support, Lifeline and our Global Suicide Prevention Community, Safety Advisory Board, and the NCSA.

Facebook Community Standards

To balance the needs and interests of a global population, Facebook protects expression that meets the community standards.

Our teams evaluate content based on our standards, and remove any content deemed to be in violation of our terms.

facebook.com/communitystandards