



# Reporting Online Hate

HATE.

- **SCREENSHOT ANY EVIDENCE OF HATE CRIME ONLINE**

- **Report It To The Site Itself**

Most websites have rules known as 'acceptable use policies' that set out what cannot be put on their website. Most do not allow comments, videos and photos that offend or hurt people.

Look out for the website's 'contact us' page, which should be clearly linked.

Others will have a 'report this page', or 'report this post' button that you can click.

More information on reporting to specific social media websites is on the next page.

- **Report It To The Host Website**

If a website itself is hateful or supports violence, then let the website's hosting company know.

You can find out which company hosts a website by entering their web address on the ['Who is hosting this?'](#) website.

You can also contact your own internet service provider to get more information.

- **Report Illegal Internet Material To The Police**

If the website or material you have seen online matches the description of illegal content and you think it originates in the UK (e.g. you know who the user is; or the website has a .co.uk address) you should report it to the police – use the screenshots collected as evidence. You can do this via the [True Vision website](#).



[True Vision's website](#) also contains more information and support for those affected by hate crime, whether it is happening off or online.

## Report Something?



### Reporting

If someone has posted something that you don't think should be on Twitter (please read the Twitter rules) but you don't want to report the person who posted it; follow these steps:

- Click on the  next to the favourite star  (on the Tweet)
- Select **'Report'** from the drop down menu
- Choose what type of report and follow the steps provided

If you don't want to see the post on your timeline but don't think it warrants a report, you can use the **'Mute'** option to hide the post.

If you want to report a Twitter user you need to:

- Go to their profile and click on the  next to the  button.
- Click **'Report'**, and then select what type of report you would like to make.

If you are reporting something or someone for being violent or threatening, you will receive an email form from Twitter confirming your report, making it easier and clearer for law enforcement, should you wish to make it a police matter. You don't have to be following someone to report them or their tweet.

## How do I report a problem?



Snapchat encourages self-expression, but wants Snapchatters to be able to use the app safely and enjoyably. Snapchat doesn't tolerate 'Snaps' that share:

- Pornography or nudity involving people under the age of 18
- Invasions of privacy or impersonation of others
- Threats, harassment or bullying of other people
- Encouragement of self-harm

Snapchat may remove this type of content and suspend accounts that will be prohibited from using Snapchat in the future. For more information, see Snapchat's Community Guidelines at: <https://support.snapchat.com/en-GB/a/guidelines>

Snapchat's reporting functions are the same across all devices. Mobile and tablet users can find all the reporting routes by tapping on the ghost on the camera screen; tapping the gear icon and choosing **'Support'**. Desktop users can report a safety concern at: <https://support.snapchat.com/en-GB/i-need-help>



## Facebook's Reporting Tools



### Report abuse to Facebook

If you feel that you are being bullied on Facebook, you can report it on the site using the **Drop Down**  in the corner of any post. Use the **Social Reporting** feature to get help from a parent, teacher or trusted friend without reporting the bully directly.

**Note.** The Social Reporting tool can be really useful if a friend posts something like an embarrassing photo which may not break Facebook's rules. To learn more about Social Reporting go to [www.facebook.com/report](http://www.facebook.com/report)



Remember to take evidence and block abusive users by choosing the **Block**  option by clicking the cog icon  on the front of their **Timeline**. Blocking someone means they will no longer be able to contact you on Facebook.

You can track progress of your reports using the **Support Dashboard**, which will also alert you when a decision has been made about your report. You can find this by clicking the **Drop Down** (top right ) and selecting **Settings, Support Dashboard**. If content isn't removed, the reporter will be told why. More information on the **Support Dashboard** can be found here: <http://on.fb.me/IRcv7q>.



**Note.** Reporting features are the same across all devices.

## Do you know how to report content?

If you see something that's not following Instagram's Community Guidelines (ex: nudity or self-harm), you can report a photo or video right from the Instagram app or when you see it on [instagram.com](http://instagram.com):

- 1 Tap  (iPhone & Windows Phone) or  (Android) below the post
- 2 Tap Report Inappropriate
- 3 Select why you're reporting the post

If you want to report someone that is impersonating you or someone you know, you can do that right from the Instagram app.

- 1 Go to their profile by finding them in your followers list or by searching for their name or username.
- 2 Tap their username to open their profile and then tap  (iOS) and  (Android).
- 3 Tap Report Inappropriate.
- 4 Select "I believe this account violates Instagram's community guidelines" to report an account.