



Poll on digital violence

Unsatisfied and helpless – how social media platforms are failing users

A new poll published by [HateAid](#) and the [Landecker Digital Justice Movement](#) surveyed 10,000 persons from France, Germany and Sweden about their experiences when reporting harmful and illegal content on social media platforms. The results are worrisome: users are unsatisfied with the quality of content moderation and find the content decisions of the platforms incomprehensible. Moreover, respondents demand low threshold options to complain about wrongful content decisions directly to the platforms.

Digital violence has become a mass phenomenon: [Every second young adult](#) in the European Union has already been affected by online violence themselves. Social media platforms continuously claim to spare no effort to protect users from online violence. But this new survey by HateAid and the Landecker Digital Justice Movement shows that mechanisms to flag violent content are failing victims of digital violence.

The European Union, which is working on the Digital Services Act, a new set of rules for online platforms, has the historic chance to listen to the needs of the citizens and pursue users' rights and safety.

Therefore, HateAid recommends to the European Union:

Key Findings

1 A new golden standard

An overwhelming majority of 82% agree that all users should have a right to challenge content decisions of online platforms through an internal complaint mechanism.

2 Unsatisfied and helpless

Reporting mechanisms of social media platforms do not deliver: 1 in 2 (49%) respondents, who have reported violent content, is unsatisfied with the notification system and the way platforms handle their notifications.

3 Highly non-transparent

36% reported that they do not know what happened with their notice after submitting the report to the platform.

4 Rational apathy

Only 3% of respondents have turned to courts to resolve issues concerning illegal content online, while 14% have considered it.

Reasons: High financial risk, lengthiness of legal proceedings and not enough information.

1 User redress

Give all users access to internal complaint mechanism and out of court dispute settlement, also in cases where the platform has rejected a notification or not reacted.

2 Reporting channels

Make reporting channels user-friendly and located close to the content in question.

Read full report on
hateaid.org