

How to Report Facebook Abuse

(Full List of Self Help available at <http://www.facebook.com/help/?page=798>)

* Account Security Abuse

The best way to flag abusive content on the site is to use the "Report" links that appear near the content itself. When a report is submitted, we will review it and take any action warranted by our [Statement of Rights and Responsibilities](#). To submit a report, please take the steps listed below:

- **Report a profile:** Go to the profile and click the "Report/Block this Person" link that appears in the left column below the profile photo.
- **Report a photo:** Go to the specific photo and click the "Report This Photo" link that appears below the photo.
- **Report an Inbox message:** View the message and click the "Report Message" link that appears below the sender's name. Note that you can only report messages from non-friends.
- **Report a group or event:** Go to its main page and click the "Report" link that appears below the group or event photo.
- **Report a Page:** View the Page and click the "Report Page" link that appears in the left column below the Page photo.

We also recommend that you consider blocking the user involved in the report. People you block won't be able to find you in searches, view your profile, or contact you with pokes, Wall posts, or personal messages. You can block people by adding their names to your block list at the bottom of the [Privacy page](#), or by checking "Block this person" when you report them. These people will not be notified when you block them, and any existing ties you have with them will be removed.

For all reports, be sure to follow the instructions carefully when choosing the report category.

* What can I do to prevent or address cyberbullying?

We want Facebook to remain an environment where people can connect and share comfortably. Cyberbullying is defined as the use of any new technology to harass or intimidate someone, and there are steps you can take to prevent this kind of behavior if it occurs.

- **Accept Friend Requests Safely**

In order to prevent harassment from strangers, be careful to accept friend

requests only from people you know in real life. Also, remember to report any messages or profiles that look suspicious. Facebook is based on a real-name culture, and fake profiles are regularly disabled when they're reported to us. Please also keep in mind that only confirmed friends can post to your Wall or contact you via Facebook Chat, so if you're worried that someone will make inappropriate posts or send offensive messages, just ignore that person's friend request.

- ***Use the "Block" Feature to Stop Abusive Behavior***

Blocking someone prevents them from viewing your profile. When you block people, any ties you currently have with them will be broken, and they won't be able to contact you on Facebook. If you receive inappropriate or abuse communication, you can block the person by going to the Block Lists section on the bottom of the Privacy Settings page.

- ***Report Abusive Behavior Directly to Facebook***

The most efficient way to report abuse is to do it in the same place it occurs on Facebook. For example, if you receive a harassing message in your Inbox, you can report the message by clicking on the "Report" link next to the sender's name as you are reading the message. If you receive a harassing message from a person who is a Facebook friend of yours, you should remove the person as a friend and report the message. Reporting the message as harassing will automatically add this person to your Block list. You can also use the "Report/Block person" link that appears at the bottom of the abusive user's profile. If you learn that someone is continuing to make abusive comments about you even after you've blocked them, you can ask a friend to report that person on your behalf. Reports are confidential and the user being reported does not know that they have been reported. After a report is submitted, we will investigate the issue and make a determination as to whether or not the content should remain on the site based on our [Statement of Rights and Responsibilities](#). A Facebook administrator looks into each report thoroughly before taking action. Please note that our team makes it a priority to respond to reports of harassing messages on the site.

- ***Restrict Privacy Settings***

To restrict the amount of information that potential bullies may have access to, customize your privacy settings so that certain people can't access information like your Wall, photos, or profile. You can also change your privacy settings if you are uncomfortable being found in searches or having your profile viewed publicly. Privacy on Facebook is controlled primarily from the Privacy Settings page. This page is always available by navigating to the "Privacy Settings" option

in the Account drop-down menu available from the top of every page. Please note that minors do not have public search listings created for them, so they do not appear in outside search engines until they have turned 18.

- ***Respond to Abusers in the Right Way***

Cyberbullies often seek a reaction from the people they harass. When they fail to get one, they often give up gradually. Rather than responding to a bully via Inbox, a Wall post, or Facebook Chat, you can use the "Block" or "Report" functions to resolve the issue safely. Remember, only confirmed friends can post to your Wall or send you a message through Chat. If you are receiving posts and Chat messages you don't like, you should consider removing the sender from your friends list. Please note that you should also contact the authorities if you ever feel threatened by something you see on the site.

Facebook is a founding member of the StopCyberbullying Coalition affiliated with stopcyberbullying.org.

*** What do I do if someone is attacking me in Facebook Chat?**

Please keep in mind that only your confirmed friends can contact you via Facebook Chat. We recommend that you remove this user from your Friend List. If necessary, you may block the person using the "[Block List](#)" option available from the bottom of the [Privacy Settings](#) page.

*** A friend has informed me of abuse from a user whom I have blocked or who has blocked me.**

Please ask your friend to report this user. Your friend can submit a report by clicking the "**Report/Block this person**" link at the bottom of the left column on the abuser's profile. Rest assured that this report will be kept confidential.



*** Report a convicted sex offender**

As stated in our Statement of Rights and Responsibilities, convicted sex offenders are prohibited from registering for our service. Once we are able to

verify a user's status as a sex offender, we immediately disable their account. When an account is disabled, the profile and all information associated with it are immediately made inaccessible to other Facebook users. What this means is that the user effectively disappears from the Facebook service and will not be able to reactivate their account.

We are only able to remove the accounts of convicted sex offenders if we are able to verify their status with valid documentation. We accept the following forms of documentation: a link to a listing in a national sex offender registry, a link to an online news article, or court document uploaded to this form. If you do not provide valid documentation, we may not be able to process your report.

Facebook works proactively with law enforcement to identify and remove convicted sex offenders from Facebook. If you do not possess valid documentation at this time, then we strongly recommend that you ask a local law enforcement representative to contact us [here](#) so we can take action on the report.

If you have encountered a profile that may belong to a convicted sex offender, please report it [here](#) and we will review the information.

*** How do I help someone who has posted suicidal content on the site?**

If you have encountered a direct threat of suicide on Facebook, please immediately contact law enforcement. For reports in the United States, we also recommend that you contact the [National Suicide Prevention Lifeline](#), a 24/7 hotline, at 1-800-273-TALK (8255). If possible, please encourage the user who posted the content to contact Lifeline as well.

You can view a list of suicide prevention hotlines in other countries by visiting <http://www.befrienders.org> and choosing from the dropdown menu at the top of the page.

We encourage you to learn about how to identify and respond to warning signs of suicidal behavior online at the following address:

<http://www.suicidepreventionlifeline.org/GetHelp/WhatifSomeoneIKnowNeedsHelp.aspx>

*** What happens when I report someone?**

All abuse reports on Facebook are confidential. The user that you are reporting will not know that you have reported them. After the report is submitted, Facebook investigates the issue and makes a determination as to whether or not the content should remain on the site based on our [Statement of Rights and Responsibilities](#). In certain situations, the circumstances require more severe action. For instance, users who repeatedly violate our Statement of Rights and Responsibilities can be permanently banned from the site.

Please be aware that not all reported content will be removed. A Facebook administrator looks into each report thoroughly in order to decide the appropriate course of action. If no violation of our Statement of Rights and Responsibilities has occurred, then no action will be taken.