

Social Networking Sites :

Accessibility & Reporting Abuse/Harassment

The following, for your convenience is a list of details on various Social Networking sites listing what to do / what is available in case of abuse/harassment from other users on their sites.

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue square background.

If an individual needs to report abuse, harassment, bullying, offensive content etc.... by each post that is made on your wall, there will be a small "x" that appears in the upper right hand corner of that post when you put your mouse over it. When clicking that "x", you can choose from the options "remove post" or "report as abuse". Once clicking "report as abuse", another list of options will appear, assuring you that the reports are confidential and asks you to choose why the post was reported from the following options: "spam or scam", "contains hate speech or attacks an individual", "violence, crime, or self-harm", and "nudity, pornography, or sexually explicit content". After choosing one of those options, you then click "submit".

After submitting a report, Facebook then reviews every report they receive to determine whether or not the content violates their Statement of Rights and Responsibilities. Any content that is considered obscene, violent, malicious or otherwise offensive will be removed. That does not mean that all reported material will be removed. Only if it is in violation of the Statement of Rights and Responsibilities.

This method of reporting abuse is used for any type of harassment including: sexual harassment, bullying behaviour, attacks through Facebook chat/inbox. For other situations such as reporting suicidal behaviour or a controlling spouse/partner; Facebook itself does not offer any services for this, but it states that it does direct you to websites or help lines that you can contact in those circumstances.

If a specific people are harassing you through Facebook, you can "block" that person, disabling them from viewing your profile or making a post on your wall. However, a blocked person is still able to send you a message in your inbox.

However, Facebook does not offer any way of personally contacting them [through email, phone, or address] so that one can thoroughly describe the situation or be able to put the "abuse" into context. Additionally, they do not contact you if they decide that the reported material does not violate the Statement of Rights.*

There is no way for a parent/guardian to contact Facebook regarding abuse, harassment, or bullying. There is simply a list of "tips" to keep children safe when using the internet, such as: keep your profile settings at private, block people who may be abusive, report any inappropriate content, and accept friend requests safely.

*Statement of Rights and Responsibilities can be found by going to the bottom right hand corner of your Facebook page, and click on "terms".



If an individual is experiencing abuse, harassment, or bullying while using the social networking website, Twitter, the Twitter Help Centre suggests to block that person, and ignore them. To block a person on your Twitter account, you go to the profile page of the person you wish to block, and click on the block link that is found in the Actions section in the right sidebar. The Twitter cite recommends that you keep your account protected by clicking “*protect my updates*” in your Accounts Settings Page, which will make your account private. However, the cite also recommends that if harassment continues to occur, contact your local authority to report it.

Twitter provides a handful of website links that provide further information on the topic of bullying

If you feel as though a user is violating the Twitter Rules and Terms of Service, you are able to **file a report**. In this report, you include your Twitter Username, detailed description of your issue, and any direct links to any Tweets you’d like them to review. You do this by “*filing a support ticket request*”

Filing a support ticket request is handled by the website: **zendesk.com**

Europe/UK phone number: +44 20 3355 7960

Skype: zendesk

Fax: 415 644 5778

Twitter does provide an address to be able to contact them by post.

Twitter, Inc.

795 Folsom St., Suite 600

San Francisco, CA 94107

United States of America

When submitting a ticket, you choose from a large variety of problems you have had while using the website, and there is also a large text box for the user to describe the problem. Next, you put in your Twitter username, your email address, and your phone number (optional). However, Twitter does not specify how long it takes to respond to these tickets.

There are no options for what actions parents can take if their child is being cyberbullied while using Twitter, there are only online resource links available containing information regarding the topic which describe how to practice safe internet use.



If an individual needs to report abuse that has occurred on bebo.com, one must click on the “*report abuse*” link underneath the perpetrator’s main photo. A member of staff will personally review all reported violations. Any photo, video or widget that an individual may find offensive, there is the option to again, click “*report abuse*” located under each of those items.

Bebo promptly review all reports of abuse, issue conduct warnings and cancel the membership of anyone found violating the member conduct policies. The company is unable to enter into discussions and will not get directly involved in disputes between members. The user being reported does not find out who reported them.

However, it does not say when or how a person will be notified if a certain situation has been reviewed or taken care of.

Anyone, member or non-member, is allowed to contact bebo.com. You have to select the “*contact*” link on the bebo.com website page, which will allow someone to ask a Bebo staff member a question. You must first choose a question type, then choose if you are a Bebo member or not, next, type in your email address, your password, and then you are permitted to type up to 3000 words describing any issue you may have with the website.

Yet, on this contact page, there is no phone number, fax, or address given to contact them in those forms. However, if you click on the link “*about*” which gives general information about Bebo, it does provide an address:

Bebo, Inc.425 Bush Street
Suite 200
San Francisco, CA 94108
United States of America

Parents are not given a specific way to report any abuse, harassment, or bullying that their child is experiencing. They are given tips on how to keep their children internet safe, and provided with links to other websites that give further information on cyber-bullying and how to deal with it.

425 Bush Street
Suite 200
San Francisco, CA 94108
United States of America



LIVEJOURNAL

If an individual using LiveJournal needs to report a case of abuse, they must go to the bottom of the LiveJournal homepage, and click *“contact”* under the About heading.

After this page loads, then click on the option that says *“abuse- to report a violation of LiveJournal’s Terms of Service”*, then click *“begin”* at the bottom of that page.

You do not necessarily need to be a LiveJournal user to report abuse. You must, however, enter your first and last names, your language, and then select a category for what you are reporting- of which there are several categories that could fall under the topic of bullying or harassment.

If you are not a LiveJournal user, instead of entering your username and password, it will ask for your email address.

Once choosing a specific category and entering the required information, you will be brought to a new page where you will enter the Offender’s username, and answer one or two multiple choice questions regarding that claim, and then click *“submit report”*.

There is **no** area to explain the situation or put the harassment into context. Additionally, there is no details as to when or how LiveJournal will respond to the report so you know if it has been taken care of.

LiveJournal provides an **“Abuse Team”** which contains a very large section on Abuse Policies and Procedures- outlining each type of abuse that may occur while using the social networking website.

www.livejournal.com/abuse

There is no phone number, fax, or address to contact LiveJournal. There is an address, however at www.livejournalinc.com :

LiveJournal Inc.

580 Market St. Suite 500

San Francisco, CA 94104

United States of America



If an individual wants to file a report for abuse that occurred on the Myspace website, they must go to the *"Report Abuse"* page, where they can report a violation of the Myspace's Terms of Use.

You do not have to be a member of Myspace to report abuse, the information you will need is your first and last name, your email address, select a specific complaint, and there is text box where you can write a significant amount of additional information regarding the complaint.

Myspace has a *"Myspace Safety"* page where parents, educators, as well as teens can get information on how to be safe while using the internet and Myspace. There are links to other resources available regarding online safety.

The *"Safety Tips"* link is located on the bottom of the front main homepage.

To contact Myspace, you will need to enter your email address, followed by clicking on *"your safety & privacy"* with the subcategories either *"harassment"* or *"cyberbullying"* you then have to enter a subject, and there is a text box where you can describe what has happened.

Your claim will be reviewed, and Myspace states that they will respond to you within 48 hours.