Twitter

The rules for using Twitter are at

https://support.twitter.com/articles/18311#

With how to report on this page

https://support.twitter.com/articles/15789#

You should provide the Twitter name of the person you are reporting and the web address (url) of the post.

Abusive behaviour can be reported directly from this link https://support.twitter.com/forms/abusiveuser

E-safety education

It is important to remember that it is education that prevents many issues. The banning of children from using Facebook and Twitter may appear attractive and is in some cases necessary. However a discussion and agreement about their use may be a more sustainable way forward with many children.

Look at our web site: http://bit.ly/somersetesafety for more resources.

How to report
issues to Facebook and Twitter

A guide on reporting issues to two of the most popular social networks

Facebook

There are frequent breaches of Facebook's community standards and it is everyone's right to report these issues.

Facebook's community Standards (www.facebook.com/communitystandards) include sections on:

- Violence and threats
- Self-harm
- Bullying and Harassment
- Hate Speech
- Graphic Content
- Nudity and Pornography
- Identity and Privacy
- Intellectual Property
- Phishing and Spam
- Security

The terms and conditions (www.facebook.com/legal/terms) explain user duties and responsibilities.

If you feel that any of the above have been broken then you should report the infringements to Facebook.

This link: www.facebook.com/help/441374602560317/ will lead you to a page with many links on how to report content.

In all cases we would suggest you screenshot the offending post by pressing the 'Print Scr' key to record the evidence. This can then be placed into a word document by pasting (ctrl+V) in the picture.

How to report to Facebook

## If you do not have a Facebook Account

Use the link: www.facebook.com/help/contact/?id=274459462613911

There are several other links and pages from each option so you have to be patient.

If you have the web address (url) of the offending site it makes the process easier.

If you have a Facebook Account

If you want just to report certain items then you can use the report button that appears near each item.
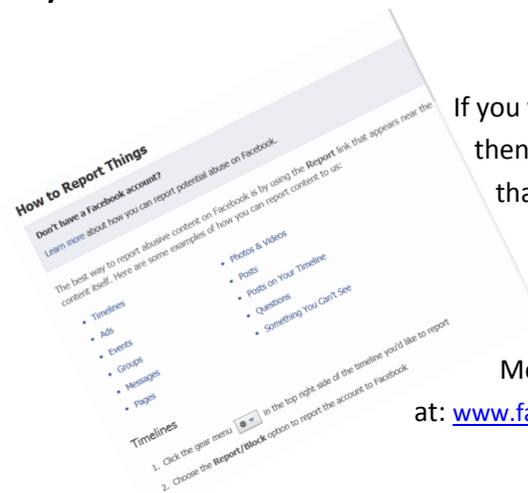
More information on this is given at: www.facebook.com/help/reportlinks

In both cases report(s) of the decisions are sent to your email address and if you have an account your support dashboard.