Reporting abuse on Twitter

It's easier than it used to be to report abuse and harassment on Twitter. The company has in the past been criticized for being a platform for trolling and harassment but has in recent years made some changes to make the site more user friendly. What do you need to know?

What's changed?

- The site has been making rolling updates to its reporting process over the last few years. These include having fewer steps to report (you used to have to fill out a nine-point questionnaire!) and allowing people not directly involved in abuse to report on behalf of others. Twitter has also introduced a page where you can view and edit accounts you've blocked. In addition, it claims it has beefed up its teams looking at and responding to reports.

- In the UK, the Criminal Justice and Courts Act 2015 has made the non-consensual distribution of sexual images, so-called 'revenge porn', a criminal offence and it has been banned on Twitter since March 2015. Images will be removed and the accounts of users who violate the rule may be blocked. Revenge porn must be reported by the subject of an image or their legal representative.

How do you report?

- **To report a tweet**, click the arrow icon in the top right and choose 'Report'. Select the reason for reporting (eg. 'it's abusive or harmful' or 'it's spam'). You'll be asked to provide more information and your report will be sent to Twitter.

- **To report a user**, click the gear icon on their profile and choose 'Report'. Select the reason for reporting (eg. 'they're being abusive or harmful'). Once again you'll be asked to provide more information before your report is sent.

- **To block a user**, you should click the gear icon on their profile, or the 'More' icon on one of their tweets and select 'Block'. When you block a user they can no longer see your profile page.

- For more information on staying safe and reporting, you can look at Twitter's Support page.

- If you or your child is worried about sexual exploitation or child abuse images anywhere online, you can contact CEOP or the Internet Watch Foundation.

NB: Settings and reporting protocols are subject to change. Check Twitter's Support page to find the latest information on how to report and other safety issues.