74%

OVERTURNED

Are Social Media Platforms Getting Content Moderation Wrong?

Independent reviews overturned 74% of platform decisions in cases where the Appeals Centre could review the content.

43K

DISPUTES RECEIVED

43,000 Disputes in Just One Year

The Appeals Centre received approximately 43,000 disputes, with more than 19,600 initially eligible for review. This demonstrates growing demand for independent mechanisms to challenge platform decisions.

82%

HATE SPEECH DECISIONS OVERTURNED

In 82% of reviewed hate speech cases where platforms had left reported content online, the Appeals Centre disagreed with the original decision.

91-99%

OVERTURN RATE

99% involving violent and graphic content

92% involving dangerous organisations

91% involving violence and incitement



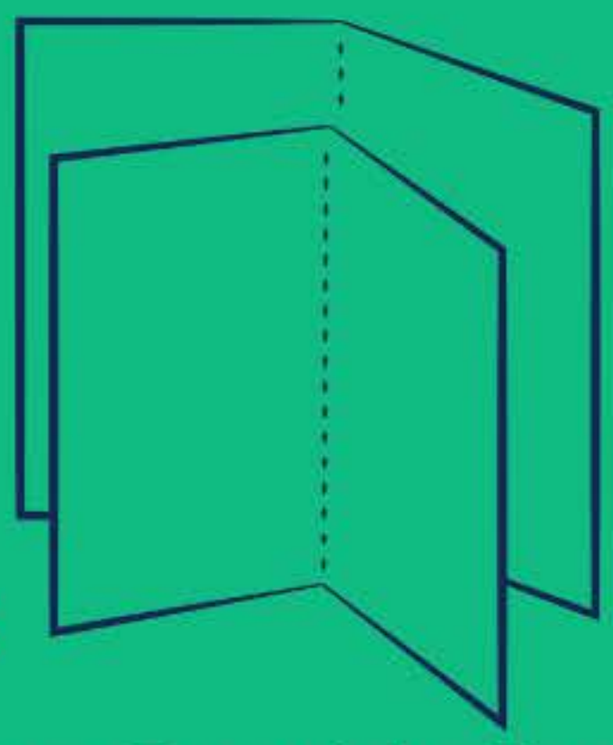
Civil Society Is Essential to Platform Accountability

Organisations challenging harmful content are helping expose recurring moderation failures.

The report highlights how dispute settlement data can help identify systemic risks, including through the work of INACH and its members.

10K+

PROCEDURAL DECISIONS FOR USERS



Platforms Are Failing to Provide Essential Information

More than 10,000 procedural decisions were made in favour of users because platforms did not provide the content needed for independent review.

Without access to evidence, meaningful accountability remains limited.



ACCOUNTABILITY UNDER THE DSA

Independent Review Is Only the Beginning

Under the DSA, users can challenge platform moderation decisions. But these decisions are non-binding, and there is limited visibility into whether platforms implement them.

Effective accountability requires transparency, cooperation and meaningful follow-through.