Time of assessment of notifications

Number of notifications assessed within 24 hours

- Facebook: reported 895, assessed 349
- Instagram: reported 106, assessed 48
- Twitter: reported 725, assessed 576
- Youtube: reported 157
- TikTok: reported 185, assessed 166
Removals per IT company

- Facebook: reported 895, removed 315
- Instagram: reported 106, removed 54
- Twitter: reported 725, removed 399
- Youtube: reported 157, removed 13
- TikTok: reported 185, removed 68

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Number of notifications with no feedback

- Facebook: reported 895, unresolved 143
- Instagram: reported 106, unresolved 38
- Twitter: reported 725, unresolved 146
- Youtube: reported 157, unresolved 95
- TikTok: reported 185, unresolved 14

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Grounds for reporting hate

- Hatred related to sexual orientation: 17%
- Antigypsyism: 13%
- Glorification of national socialism: 9%
- Xenophobia: 9%
- Antisemitism: 8%

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Many reported cases were based on multiple grounds of discrimination. The presence of multiple motives highlights the need for an intersectional approach to understand, analyse and address hate speech. Among the platforms, Twitter and YouTube were slower to respond with a significant majority of cases remaining unaddressed in Belgium. Timely assessment of notifications of hate speech comments are becoming more challenging for the IT platforms. Some notifications go unnoticed, some explicit hate speech comments are not removed. The user experience of reporting hate speech comments is not satisfying. The most egregious example of a failure in social media's duty to eliminate hateful content is a Facebook comment Czech in which its author calls for the restoration of the Auschwitz concentration camp and the extermination of all Roma. Even after being reported again, Facebook did not remove this post, saying that it does not violate the rules. Even TikTok did not remove hateful posts containing adoration of Nazism or trivializing the Roma holocaust, or even approval of it after being reported. On the other hand, social networks removed some less serious comments.