

Complaint Category Dropdown 1	Complaint Volume
A platform's safety and complaint functions	2,430
Harmful content accessed by an adult	2,233
Harmful content accessed by someone under 18	1,124
Harmful material I have seen	1
Total	5,788

Complaint Category Dropdown 2	Complaint volume
A service or platform's safety functions	1,144
Other harmful content	997
Adult and sexual content	917
Violence, abuse or hatred against particular groups or individuals	803
Other	479
How a service or platform has applied its terms and conditions	444
A service or platform's complaints process	357
Personal threats/harm	237
Sexual content involving children (under 18s)	220
Advertising and sales	105
Terrorist content	78
Harmful content	1
Total	5,782

Complaint Category Dropdown 3	Complaint volume
Adult and sexual content accessible to children (under 18s)	504
Other	469
The process for preventing children (under 18s) from accessing pornography	462
Religion or belief	379
Other harmful content	334
The process for verifying or estimating the age of users	312
Sexual/pornographic content inappropriate for the site/app	239
Actions taken against an account (including suspension, banning, or the removal of, or restriction of access to, content)	227
Animal cruelty/harm	202
The process for reporting content or accounts	175
How my initial complaint has been handled	169
Sexual content containing children (under 18s)	163
Fraud	162
Disinformation/misinformation (not relating to health)	147
Other characteristic	141
Cyber bullying, stalking or harassment	139
Race, colour or ethnic origin	137
The process for making an initial complaint	98
The process for escalating a complaint if you remain unhappy	90
Fraudulent/scam advertising	88

Content/an account I reported being found not to be in breach of Terms and Conditions	87
Other concerns about the Terms and Conditions or how they are being applied	77
Processes for allowing users to increase their control over content (including filtering out content from non-verified users)	66
Tools for parents, carers or guardians to keep children (under 18s) safe	66
The process for verifying user identity	63
Extreme pornographic material	60
Sex or gender (including misogyny)	56
Threats of violence/harm	56
Sexual exploitation	51
Suicide	41
Adult themes/language in content accessible to/aimed at children (under 18s)	40
Content depicting or encouraging violence	39
Encouragement or instructions to commit terrorist acts	39
Child grooming	37
Self-harm	33
Terms and Conditions are unclear/difficult to access	31
Disability	28
Cyber flashing (e.g., the sending of unwanted intimate photos/videos)	23
Nationality	23
Harmful health content (including vaccine misinformation and disinformation)	22

Content showing terrorist activity	21
Death threats	21
Disclosure of private intimate/sexual photos or video (sometimes called “revenge porn”)	21
Sexual content sent to children (under 18s)	20
Other terrorist content	18
Sexual orientation	18
Gender identity	17
The speed at which a service or platform reviews reported content/an account against its Terms and Conditions	14
Drugs	12
Issue declaring that uploaded content contains advertising	10
Excessive dieting/eating disorders	9
The removal of journalistic content and/or content of democratic importance	8
Dangerous stunts/challenges	7
Firearms and other weapons	5
Age	4
Content that assists unlawful immigration	1
Cyber bullying or harassment	1
Total	5,782