

Appeals Centre Europe Transparency Report

November 2024 to August 2025

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Executive Summary

For years, if you disagreed with a social media platform, your choices were limited: appeal to the platform or decide whether you had the time and money to go to court.

Last year, that changed. For the first time, people and organisations in the EU could challenge decisions by social media platforms to independent dispute settlement bodies through a new right created under the Digital Services Act (DSA).

Today, people are making the most of this new right. During the period covered by this report (November 2024 – August 2025), Appeals Centre Europe received nearly 10,000 disputes challenging decisions on social media. Of these, more than 3,300 disputes fell within our scope. Most of these eligible disputes related to Facebook, followed by Instagram, TikTok and YouTube. We believe people's awareness of the right to dispute a platform's decision is a reflection of the willingness of platforms to engage in out-of-court dispute settlement and the prominence of "signposting" to dispute settlement bodies on each platform.



"For the first time, people and organisations in the EU could challenge decisions by social media platforms to independent dispute settlement bodies"

Since launch, we have expanded to cover more areas within our certified scope to respond to user demand. In the months ahead we will continue to make more platforms, content and actions within our certified scope eligible for dispute.

Although the law allows up to 90 days for decisions in normal cases, the average case handling time has already reduced to a few weeks since our first decisions were issued. By the end of August, we'd made over 1,500 decisions, more than three-quarters of which overturned the platform. Most of these decisions overturning the platform's original decision were to restore a user's content or account.

The stories of social media users who submitted disputes show that when platforms make mistakes, people pay the price. From an unjustly suspended account, to a post showing someone examining

themselves for cancer which was wrongly removed for violating rules on nudity, to hate speech targeting vulnerable groups of people which was wrongly left up, these errors have a real impact on people's lives.

Over time, our transparency reports will represent a 'heatmap' of platforms' most common mistakes – whether it's leaving up harmful content or removing posts unnecessarily. For example, where we received and reviewed the content, we overturned around two-thirds of platforms' decisions related to Restricted Goods and Services and more than half of platforms' decisions related to Adult Nudity and Sexual Activity.

The Digital Services Act is clear: platforms must engage in good faith with bodies like the Appeals Centre and provide information to people about dispute settlement that is accessible, clear and user-friendly. Where platforms have told people about dispute settlement bodies, shared content with us and implemented our decisions, the benefits are clear. The people who appeal to us get the decision they deserve, while platforms are protected from the kinds of costly mistakes which erode trust with users.

However, despite progress, co-operation with platforms has been mixed. Platforms are still keeping dispute settlement bodies Europe's best-kept secret. Where users do find their way to us and raise a dispute, some platforms are still not sharing the content we need to review disputes. The DSA clearly requires platforms to inform their users about bodies like the Appeals Centre and obliges them to engage constructively.

In cases where the platform did not provide us with the original content for an eligible dispute, we started issuing 'default decisions' in favour of the user. In addition, where the content was still live but the platform refused to provide it, we reviewed the content – and delivered a decision – using the link provided by the user. We provide assessments of how individual platforms have engaged with us later in the report.

The national regulators involved in the DSA – called Digital Services Coordinators (DSCs) – also have a key role to play. We would like every DSC to have a dedicated page about dispute settlement bodies on their website. They should also ensure their citizen helplines tell people about this new option, and share information through social media, newsletters and other channels.

As an independent, not-for-profit, mission-driven organisation, the aim of the Appeals Centre is to promote an online environment that protects freedom of expression and human rights for the benefit of users and platforms alike. While we have made substantial progress in our first year towards achieving this, we've only seen a glimpse of the true potential of out-of-court dispute settlement in contributing to a more transparent, fair and rights-respecting online world. With co-operation from platforms, support from civil society and researchers, and oversight from regulators, we can spread the word and help people take control of what they see and post online.



“We’ve only seen a glimpse of the true potential of out-of-court dispute settlement”

To challenge a decision by a social media platform submit a dispute on our website:
www.appealscentre.eu

Facts and Figures

From November 2024 – August 2025, Appeals Centre Europe:

Received nearly **10,000 disputes** from people and organisations in the EU challenging decisions on **Facebook, Instagram, Threads, TikTok and YouTube.**

Of these, **3,300+ disputes** were within our initial scope, with more dispute types becoming eligible as we continue to expand our scope.

By the end of August we'd made **1,500+ decisions**, with the remaining eligible disputes under review.

75%+ of our decisions overturned the platform and found in favour of the person who submitted the case. Either because:

1. We reviewed the content and disagreed with the platform's decision.
2. OR despite the case being eligible, the platform did not send us the content.

Where we overturned the platform's decision, we recommended **restoring non-violating content or accounts 75% of the time**, and recommended **removing violating content 25% of the time.**

What are these decisions about?

Examples include:

- Images of nudity removed despite being posted in a medical context.
- News reports taken down just for mentioning a terrorist organisation.
- Legitimate animal adoption posts that were wrongly removed.
- Political speech, including criticism and satire of politicians, which was removed despite not breaking the platform's rules.
- Bullying and harassment left up on the platform, reported to us by the person who was targeted.
- Hate speech against protected groups and vulnerable communities left up despite violating platform policies.

Top 3 countries for submitting eligible disputes:

1. Poland
2. France
3. Italy

Top 3 countries for submitting eligible disputes (per capita):

1. Lithuania
2. Slovakia
3. Poland

Top 3 policy areas challenged to the Appeals Centre by users and organisations:

1. Hate Speech and Hateful Behaviours
2. Adult Nudity and Sexual Activity
3. Bullying and Harassment

Where we received the content to review, we **overturned platforms' decisions**:¹

1. Restricted Goods and Services – **65%** of the time.
2. Adult Nudity and Sexual Activity – **57%** of the time.
3. Hate Speech and Hateful Behaviours – **50%** of the time.

Month-on-month, from December 2024 to August 2025:

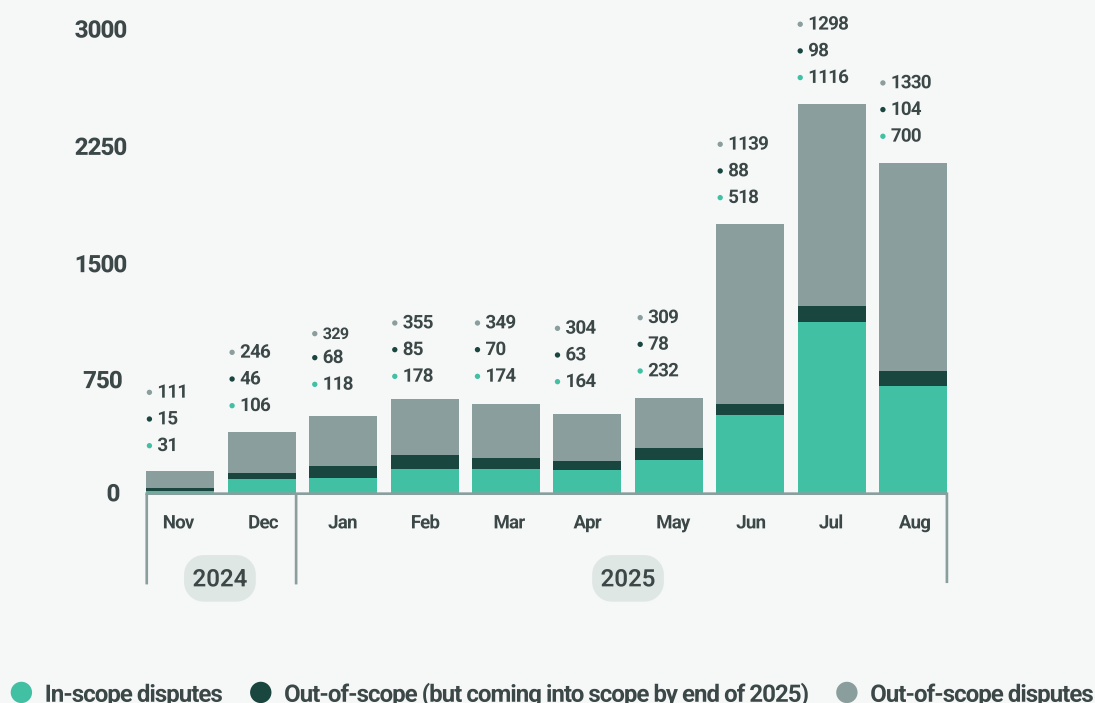
- Eligible disputes submitted **increased by 500%+**
- Average time to decide a dispute **fell from 115 days to 19 days**

¹ Only shows policy areas where the Appeals Centre made at least 100 decisions related to that policy area after receiving and reviewing the content from the platform (excludes 'default decisions').

1. Overarching Statistics

People and organisations in the EU can challenge decisions by social media platforms by submitting a dispute on www.appealscentre.eu. It's free of charge and we cover Facebook, TikTok, YouTube (all added November 2024), Instagram (added May 2025), Threads (added July 2025) and Pinterest (added September 2025).

Disputes Received by Month

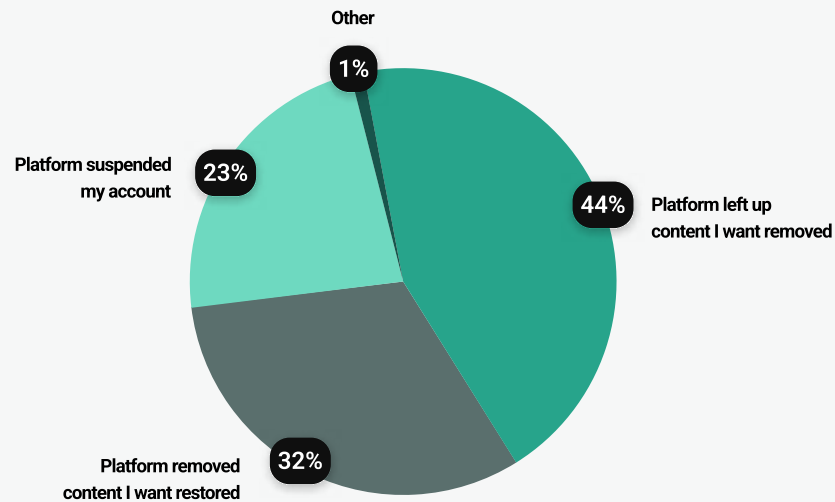


Between November 2024 and August 2025, **we received 9,822 disputes** from people and organisations from all 27 EU Member States. While the number of disputes submitted grew gradually from December 2024 to May 2025, it increased to more than 1,700 disputes in June, over 2,500 in July and 2,100 in August. This increase in disputes is likely due to our expansion to account suspensions and growing awareness among users and civil society.

Overall, a third of disputes submitted were within our scope. Most of the eligible disputes we received were submitted in the last two months covered by this report (around 1,800 in July and August). As it can take several weeks for us to process a dispute, this partly explains why 1,500 decisions have been issued on around 3,300 eligible cases by the end of August 2025.

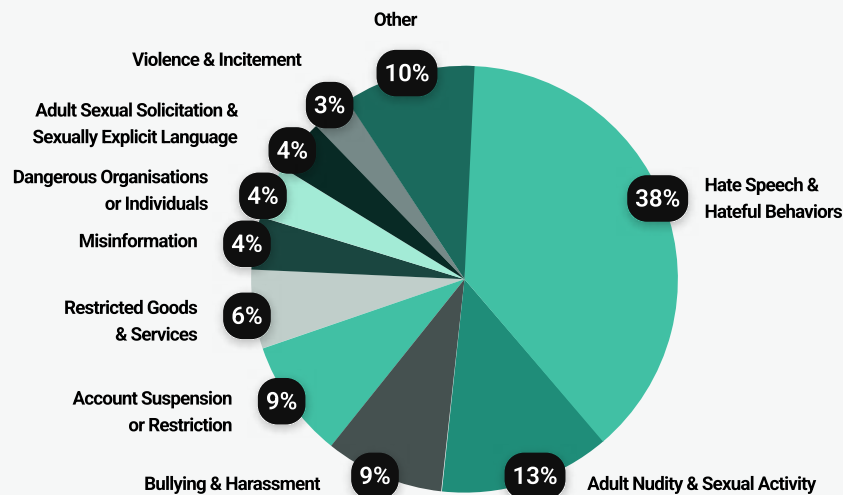
Since we launched we have been steadily bringing in new dispute areas that are within our certified scope to allow more people to use our services. We will continue this during the rest of 2025, focusing on areas where we have received significant numbers of disputes. These include areas like scams, fraud, ads and marketplaces. In 2026, we aim to expand to other dispute areas within our certified scope where we receive large numbers of disputes, but which require greater technical preparations, such as impersonation.

Eligible disputes received by type



More than half of the 3,337 eligible disputes we received from users and organisations **were about restoring their content or account**. Over time, we have gradually expanded to more areas within our certified scope, and only started accepting disputes about account suspensions in June 2025. Over 40% of eligible disputes were from people and organisations who wanted a platform to remove harmful content.

Eligible disputes by content policy challenged by user



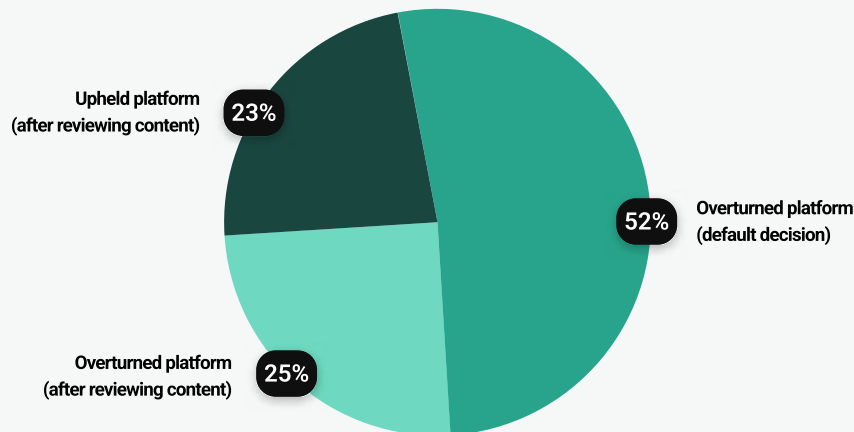
Well over a third of eligible disputes challenged a platform's decision in the area of **Hate Speech and Hateful Behaviours**. These included cases which aimed to remove harmful content, such as hate speech against protected groups and vulnerable communities. In other cases, people felt their content had been incorrectly removed for violating the hate speech policy, for example because it was satire.

Adult Nudity and Sexual Activity was the second-most-challenged policy area, representing around 1 in 8 of the eligible disputes we received. In most of these cases, people claimed their content had been incorrectly removed. In several cases, people felt their content should have been covered by exceptions allowing nudity for artistic content or raising awareness of medical conditions.

When the Appeals Centre receives an eligible dispute, we request the original content from the platform. If we receive this content, our expert team reviews it and makes an independent decision on whether the platform's decision was consistent with the platform's own policies, including any platform standards, codes, rules, principles, or exceptions applied to those policies with reference to human rights. If we do not receive the original content after 30 days, and our engagement with the platform on the case has been unsuccessful, we issue a 'default decision' in favour of the user.

Once we have made our decision to overturn or uphold the platform, we communicate it to the platform and the user. It is then up to the platform to take action and inform the parties of the final outcome. While our decisions, like all decisions by dispute settlement bodies certified under the DSA, are non-binding, they may result in the platform overturning its previous decision.

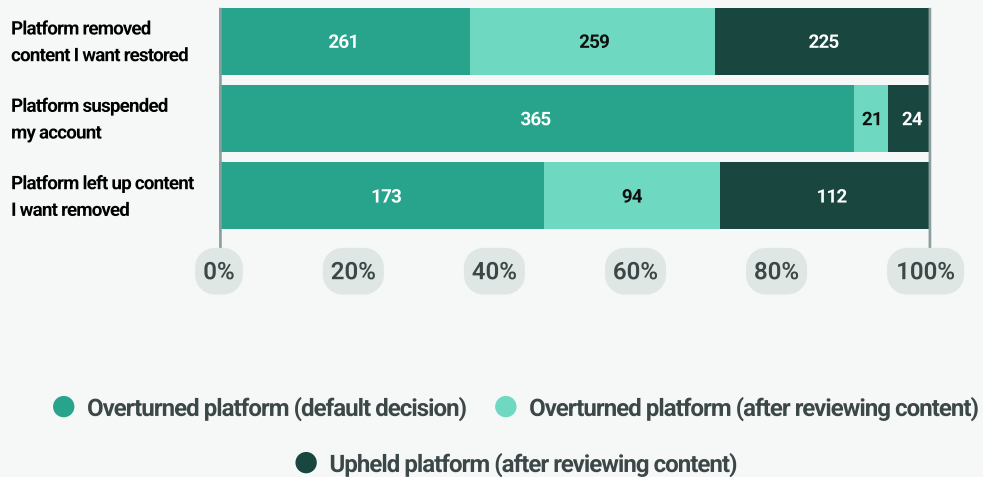
Breakdown of Appeals Centre Decisions



We overturned platforms' decisions in more than three-quarters (77%) of the 1,565 decisions we took from January to August 2025.

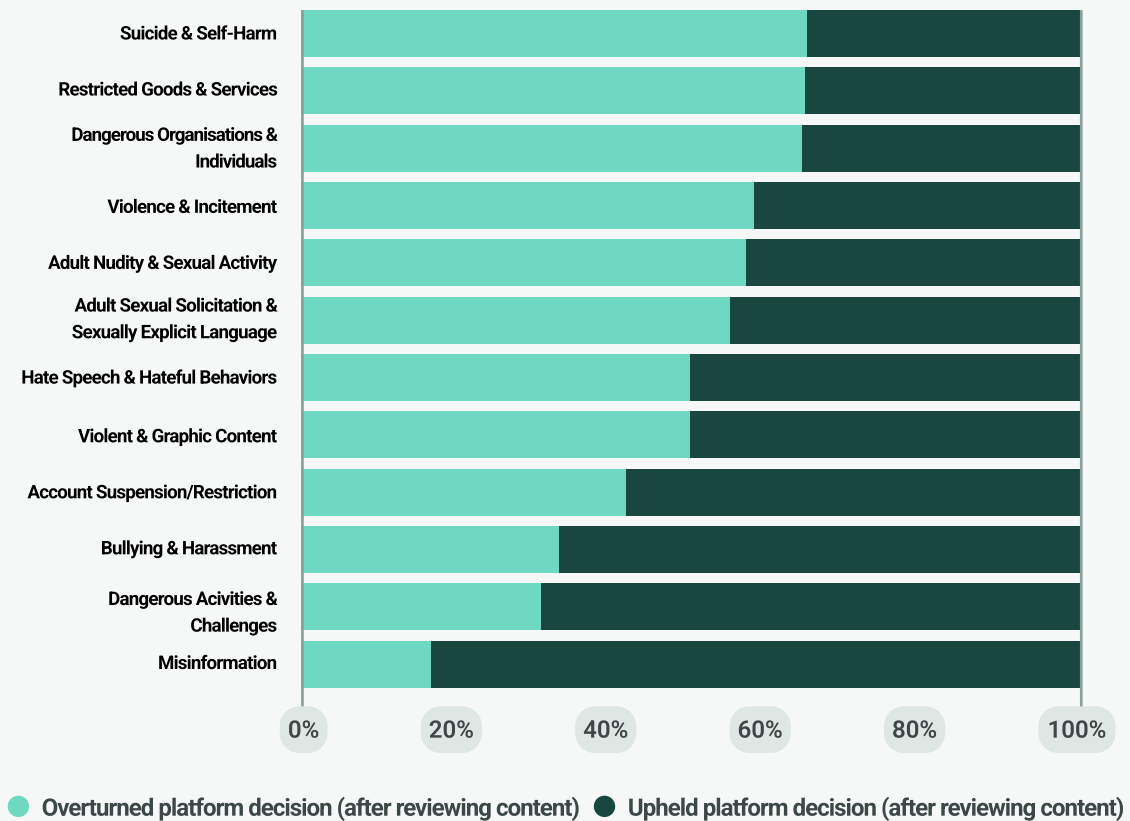
Around a third of these overturn decisions were taken after we reviewed the content and disagreed with the platform's original decision. Around two-thirds of our overturn decisions were 'default decisions' where, despite the dispute being within our scope, the platform did not provide us with the content and we issued a default decision in the user's favour. In the remaining quarter (23%) of cases, we upheld the platform's decision after reviewing the content in question.

Appeals Centre Decisions by Dispute Type



For **account suspensions**, we overturned the platform's decisions in more than 90% of cases. In many of these cases, the platform could not locate the most recent content moderation action related to the account suspension that was within our scope, or provide us with the content in question. This led us to issue 'default decisions' in favour of the user. In cases where **the platform removed content that a user wanted restored** or where **the platform left up potentially harmful content that a user wanted removed**, we overturned the platform around 70% of the time.

Overturn Rate By Policy Area In Cases Where Appeals Centre Reviewed The Content

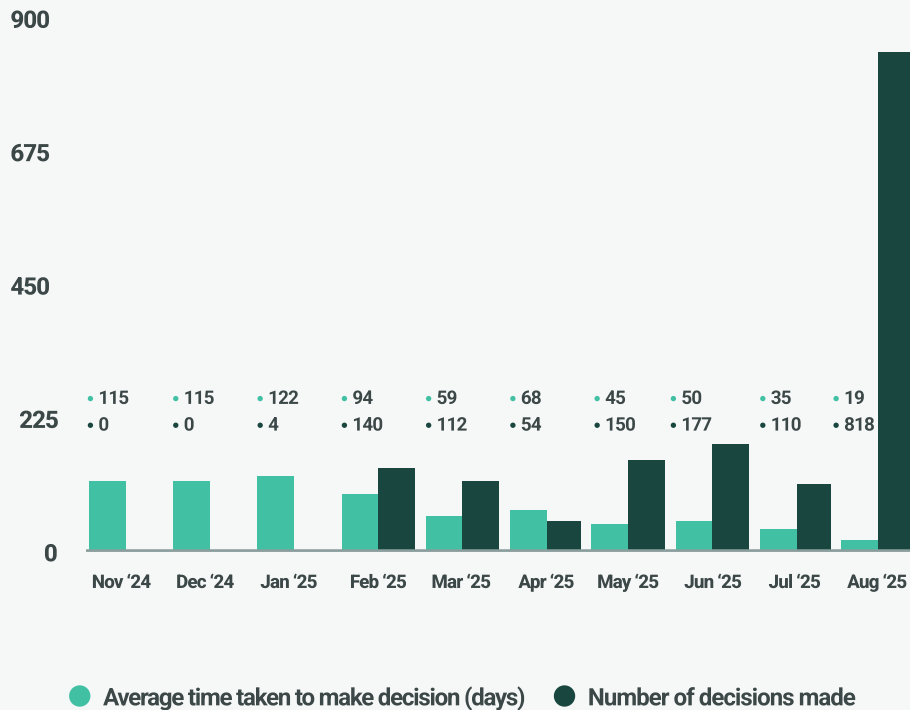


In cases where the platform shared the content with us,² **we disagreed with the platform** nearly two thirds of the time (65%) on cases related to **Restricted Goods and Services**. For disputes related to **Adult Nudity and Sexual Activity**, we disagreed with the platform more than half of the time (57%) while we overturned exactly half of platforms' decisions related to Hate Speech and Hateful Behaviours.

For each of these three policy areas, we made more than 100 decisions after receiving and reviewing the content in question. High overturn rates across several policy areas show that social media users should not automatically assume that the platform has made the correct decision. When in doubt, it is worth challenging the decision to the Appeals Centre for an independent review.

² While this graph only shows policy areas where we made at least five decisions after reviewing the content (excludes 'default decisions'), the sample sizes for some of policy areas is still small.

Time taken to make decision vs decisions made



For eligible disputes received in our first three months of operations (November 2024 to January 2025), it took over 100 days, on average, to make a decision. From February 2025, **the time taken to decide a case fell steadily, reaching an average of 19 days for disputes received in August**. On average, for disputes received between November 2024 to August 2025, it took us **64 days** to make a decision.

The number of decisions we made rose to more than 800 in August 2025 as we started issuing default decisions in favour of users for eligible cases where the platform did not provide the content.

Behind the data in this report are actual content moderation decisions by social media platforms which have real impacts on people and communities across the EU. In this report, we aim to share some of those real life examples. As such, we've included case studies with high-level descriptions of disputes we've received from people and organisations and the decisions we've made.

| Case Study 1: Nudity in a medical context

In March 2025, a user in Poland submitted a dispute challenging Facebook's decision to remove an image of someone examining themselves for testicular cancer. While the platform claimed that the image violated its rules on Adult Nudity and Sexual Activity, after reviewing the content we found that it should have been covered by Meta's exception for self-examination for cancer or other diseases. We overturned Facebook's decision, recommending that the content be restored with a warning screen.

| Case Study 2: Restored TikTok account

In March 2025, a user from Romania sent us a dispute asking for their TikTok account to be restored. We reviewed the video which had caused the account to be suspended and found it did not target or degrade a group covered by a protected characteristic. As such, we recommended that the user's account be restored. After we communicated our decision to TikTok, they reinstated the user's account.

Case Study 3: Restored Facebook Group

In April 2025, a user from Cyprus submitted a dispute about a Facebook group that had been suspended for supposedly violating Meta's rules on Restricted Goods and Services. After reviewing content from the group which had been removed, we found that it should have been covered by an exception allowing people to discuss the medical merits of prescription drugs. We communicated our decision to Facebook who then restored the group in question.

Case Study 4: Hate speech against Romani communities

In July 2025, an organisation in Slovakia sent us a dispute challenging TikTok's decision to leave up a comment targeting Romani people with hateful and degrading language. We found that the content violated TikTok's rules on Hate Speech and Hateful Behaviours and recommended that it be removed. We communicated our decision to TikTok who removed the content.

Case Study 5: Overturned platform decision based on its values

A user from France sent us a dispute requesting that a Facebook post be removed from the platform. The post claimed that individuals who do not identify as strictly male or female should consult a psychiatrist. Meta had reviewed the post, found no violations and did not remove it. However, after assessing the content, we overturned this decision and recommended removing the content. Our decision reflected Meta's stance against harmful stereotypes as stated in its Hateful Conduct policy rationale, and the company's principles of Voice, Dignity and Safety.

Vision & Mission

- The Appeals Centre’s vision and mission are to contribute to an online environment that protects freedom of expression and human rights, through independently and impartially resolving disputes raised by people and communities in the European Union about the application of content standards by online social media platforms. We aim to do this in a scalable, timely and cost-effective manner.

Governance

- The Appeals Centre operates as a not-for-profit organisation, with no corporate or shareholder ownership.
- Our five Non-Executive Directors play a crucial role in overseeing the strategic direction of our company, ensuring it is managed in a way that best achieves our mission in a fair, impartial and expert manner.
- Our Board of Directors includes legal and technology professionals. Currently sitting on the Board are a former supreme court judge, a law professor and current and former members of senior leadership of national telecommunications agencies and technology companies. As such, they are uniquely placed to guide the Appeals Centre, enabling us to deliver exceptional out-of-court dispute settlement.

Funding

- The Appeals Centre was set up in 2024 through a one-time start-up grant from the Oversight Board Trust.
- As set out under law, social media companies (Meta, Pinterest, TikTok, YouTube) will be charged a fee for each dispute we decide in relation to their platform and this fee is calculated to cover costs of dispute resolution. We do not currently charge a fee to users.
- You can learn more about our governance and certification through [this Information Note](#) published by Ireland’s media regulator, Coimisiún na Meán.

2. Platform Fact-sheets

Creating a new ecosystem of independent out-of-court dispute settlement bodies is no easy task. Both we, the Appeals Centre, and the social media platforms we work with, are learning as we go. While we don't expect social media platforms to have all the answers, users will only benefit if platforms play their part. As such, we expect them to work with us in good faith to find solutions and comply with their obligations.

Did you know?

In August 2025, **36%** of people who submitted a dispute learned about us from a social media platform.

Good faith engagement

The Digital Services Act (DSA) states that platforms must engage in good faith with out-of-court dispute settlement bodies with a view to resolving the dispute.

In practice, we believe platforms should:

- **Ensure regular engagement** with dispute settlement bodies, through clear points of contact.
- **Share the original content in question** with dispute settlement bodies, so we can independently review their decisions.
- **Provide users with a unique reference number** which they can give to a dispute settlement body. This allows platforms to locate the content and enforcement action quickly and securely.
- **Implement our decisions** and inform users when they have done so.

Clear, user-friendly signposting

The Digital Services Act also requires platforms to ensure that information about out-of-court dispute settlement is easily accessible on their online interface, clear and user-friendly. We refer to this as “signposting”. In practice, we believe platforms should:

- **Tell their users in the EU about the option of appealing to an out-of-court dispute settlement body**, using concise language (such as “*You have the right to appeal this decision to an independent out-of-court dispute settlement body. Click [here](#) to learn more*”) and including a link to the European Commission website listing certified out-of-court dispute settlement bodies.

They should do this in three different ways:

1. On a **separate webpage dedicated to out-of-court dispute settlement bodies** (this will typically be a helpdesk page or part of the platform’s transparency centre).
2. In the case flow as part of their **internal appeals process**, displayed in a single box. Platforms should mention the possibility of disputing decisions to a dispute settlement body when they take their first decision on a piece of content (e.g. when the platform decides to remove the content, or when the platform decides to leave a post up after it is reported by a user), as well as following any subsequent appeals.
3. As part of the **Statement of Reasons**, which platforms are required to provide to users if they remove their content, or restrict or suspend access to their account.

“

“People are not aware of this new way they can exercise their right to challenge a platform’s decision, and platforms are not doing enough to inform and empower their users”

Appeals Centre CEO,
Thomas Hughes

Progress so far

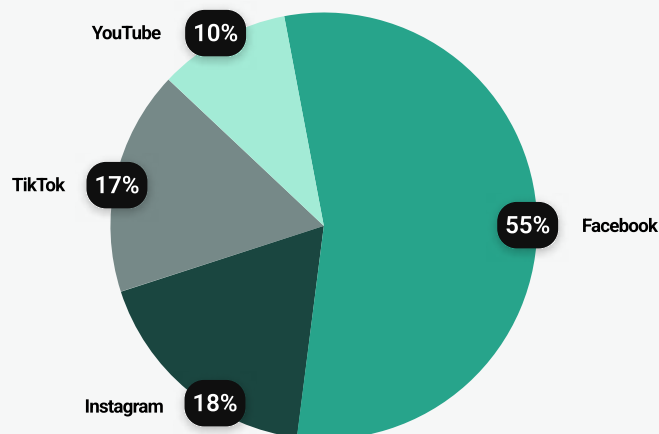
Where platforms have played their part, users have seen results. In some cases, platforms have clearly informed their users in the EU of their right to come to a dispute settlement body. In August 2025, for example, more than a third (36%) of users who submitted a dispute heard about us from a platform's help-page or internal appeals process.³ In other cases, where we've overturned a platform, platforms have listened and implemented our decision: restoring a user's post or removing violating content.

Unfortunately, however, this hasn't always been the case. We've also seen platforms refusing to share content with us – or trying to narrow the scope of our work – leaving us with no choice but to issue default decisions in favour of the user.

While we regularly engage with all the platforms we cover, some are further on this journey than others. **In this section, we take each platform in turn: Facebook, Instagram, TikTok, YouTube and Pinterest.** For each, we examine disputes and decisions by platform. We also consider how they have engaged with us so far and how clearly they tell their users about dispute settlement bodies.

³ Source: Appeals Centre post dispute survey – based on nearly 1,400 responses received in August 2025. Around 7 out of 10 people who submit a dispute complete our survey.

Eligible Disputes Received (By Platform)



Of the 3,300+ eligible disputes submitted to the Appeals Centre from November 2024 to August 2025, **more than half (55%) related to Facebook**. **18% of disputes related to Instagram** (which only became eligible for the Appeals Centre in May 2025), **17% related to TikTok** and **10% to YouTube**.

Based on platforms' public transparency reporting on their content moderation actions, we believe the split of eligible disputes by platform mainly reflects the willingness of platforms to engage in out-of-court dispute settlement and the prominence of signposting to dispute settlement bodies on each platform.

While it is outside the period covered by this report, in September 2025 we started accepting disputes about Pinterest and will continue to expand to other platforms in the coming months.



Disputes and Decisions

Eligible disputes received: **1,828**

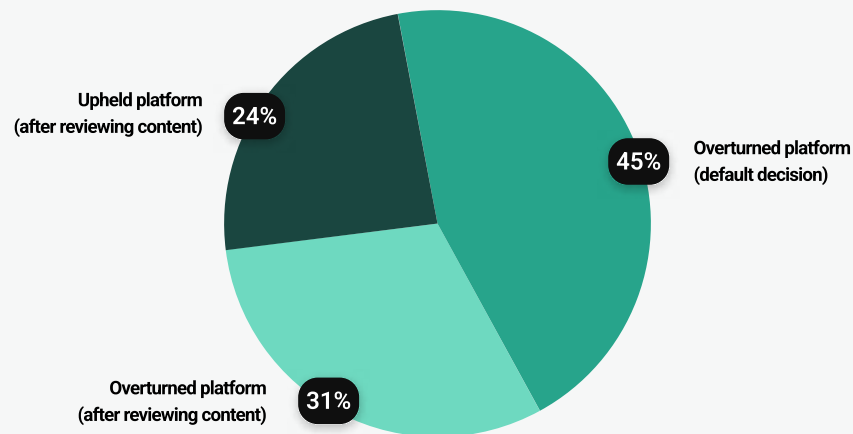
Decisions made: **1,042**

Top 3 policy areas⁴ challenged to the Appeals Centre by Facebook users:

1. Hate Speech and Hateful Behaviours (39%)
2. Adult Nudity and Sexual Activity (13%)
3. Bullying and Harassment (10%)

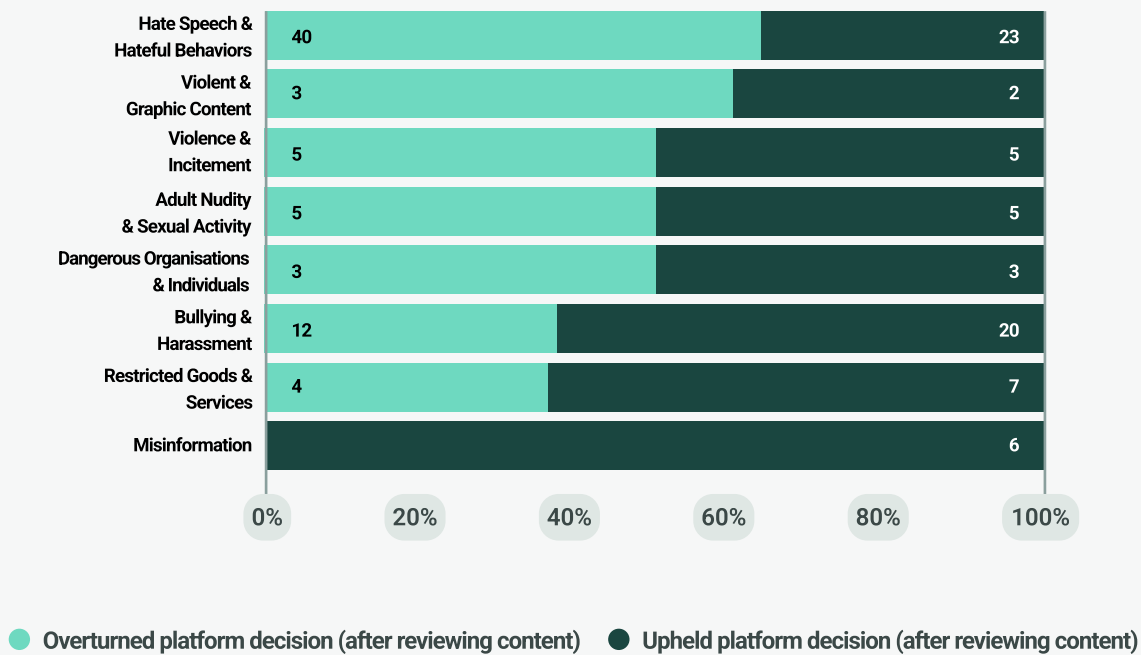
⁴ Only includes content policies and does not include "Unknown or did not provide" option.

Appeals Centre Decisions Related To Facebook



Nearly half (45%) of the 1,000+ decisions we made on disputes related to Facebook were 'default decisions' where the platform did not provide the content and we ruled in the user's favour. In the remaining 55% of cases (where we received and reviewed the content before making our decision), we overturned Meta's original decision more than half the time.

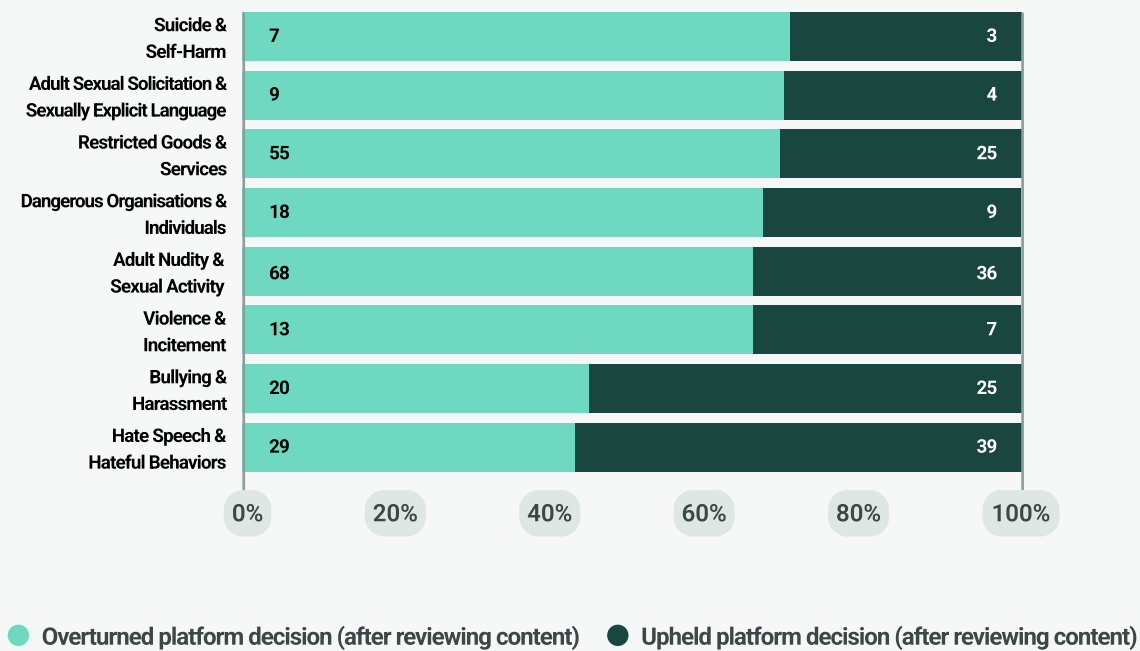
Appeals Centre’s Decision Where The User Wanted
Content Removed From Facebook
(Where We Received And Reviewed The Content)



In nearly two-thirds of cases (40 out of 63 decisions),⁵ we overturned Meta’s decision to leave content on Facebook which a user claimed violated the Hateful Conduct policy. For Bullying and Harassment, however, we upheld Meta’s decision nearly two-thirds of the time (20 out of 32 decisions), as well as upholding all Meta’s decisions to leave content up on Facebook challenged by users as misinformation (6 out of 6 decisions).

⁵ These graphs only shows policy areas where we made at least five decisions. They only shows decisions taken after we reviewed the content and exclude ‘default decisions.’

**Appeals Centre’s Decision Where The User Wanted
Content Restored To Facebook (Where We Received
And Reviewed The Content)**



For cases where Meta removed users’ content from Facebook for supposedly violating their policies on Suicide and Self-Harm, Adult Sexual Solicitation and Sexually Explicit Language, or Restricted Goods and Services, we overturned Meta more than two-thirds of the time. By contrast, where Meta removed people’s content from Facebook for violating their policies on Bullying and Harassment or Hateful Conduct, we upheld their decision more than half the time.



Disputes and Decisions

Eligible disputes received: **613**

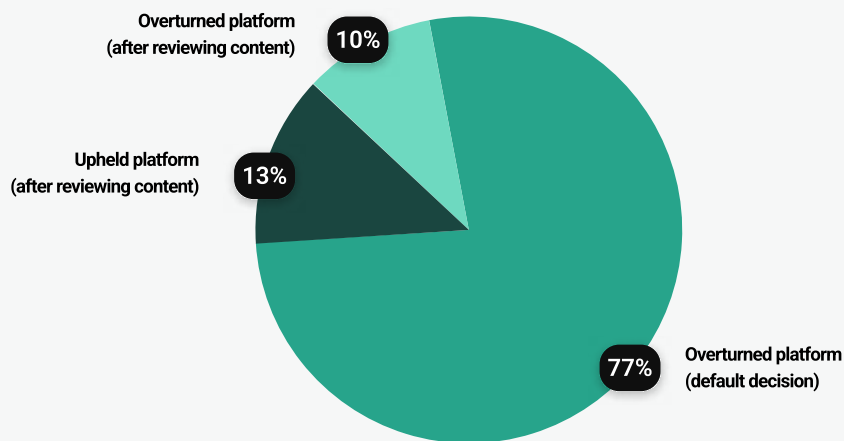
Decisions made: **253**

Top 3 policy areas⁶ challenged to the Appeals Centre by Instagram users:

1. Adult Nudity and Sexual Activity (24%)
2. Account suspension/restriction (22%)
3. Hate Speech and Hateful Behaviours (14%)

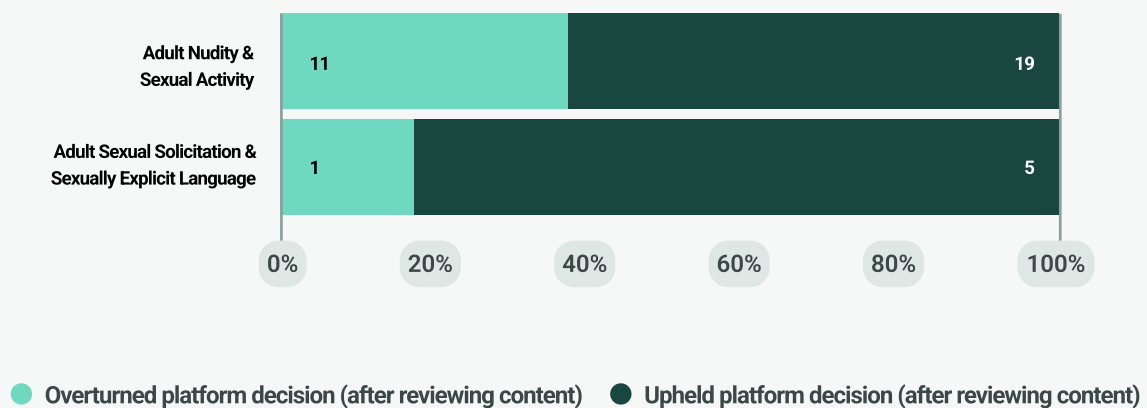
⁶ Only includes content policies and does not include "Unknown or did not provide" option.

Appeals Centre Decisions Related To Instagram



In May 2025, we started accepting disputes about Instagram. **More than three-quarters (77%) of the 250+ decisions we made on disputes related to Instagram were 'default decisions'** where the platform did not provide the content and we ruled in the user's favour. This points to issues with Meta locating and sharing Instagram content with us. In the remaining 23% of cases (where we received and reviewed the content before making our decision), **we upheld Instagram's decisions most of the time.**

Appeals Centre's Decision Where The User Wanted Content Restored To Instagram (Where We Received And Reviewed The Content)



Most decisions we took after reviewing Instagram content related to Meta's rules on Adult Nudity and Sexual Activity, or Adult Sexual Solicitation and Sexually Explicit Language.⁷

For cases where users had their content removed from Instagram for violating Meta's Adult Nudity and Sexual Activity Community Standard, we upheld Meta's decision nearly two-thirds of the time (19 out of 30 decisions). Where Meta removed content from Instagram for violating their Adult Sexual Solicitation and Sexually Explicit Language policy, our uphold rate was more than 80% (5 out of 6 decisions).

⁷ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'

Meta: Engagement and Signposting

Meta's engagement with the Appeals Centre and efforts to raise awareness of out-of-court dispute settlement have generally been positive, allowing us to receive and decide many hundreds of disputes about Facebook and Instagram. However, areas requiring improvement include locating content for eligible disputes and bringing in new types of in-scope content.

Engagement

- Meta has created a system allowing users to generate a unique reference number which they can give to a dispute settlement body – such as the Appeals Centre. In many cases, this allows Meta to automatically identify the content and enforcement action in question and share this data with the dispute settlement body. While we now also accept disputes from users without a reference number, this system has helped us work more efficiently – allowing us to make decisions on hundreds of pieces of Facebook and Instagram content.
- In some areas, however, Meta has struggled to locate and share the content with us, for example where users want potentially harmful content removed from Facebook or Instagram, or want their account reinstated. This has led to a higher share of default decisions in these areas, and for Instagram in particular.
- While our decisions are non-binding, they may result in the platform overturning its previous decision on the content in question. By the end of August 2025, in cases where Meta provided a response, they implemented around half of our overturn decisions about Facebook and Instagram. In total, these represented around 100 cases where Meta implemented our decision.
- As we have only received a handful of cases about Threads, which we expanded to in July, we have not included these numbers in this report.

57 days

Average time it took the Appeals Centre to make a decision on a dispute about Facebook

37 days

Average time it took the Appeals Centre to make a decision on a dispute about Instagram

Signposting

- Facebook and Instagram tell their EU users about the option of challenging Meta's decisions to a dispute settlement body at multiple points. Both platforms have a dedicated web-page and a clear mention in their appeals process, both including a link to the European Commission website which lists dispute settlement bodies.
- However, when reporting content, users are only told about dispute settlement bodies and provided with a unique reference number which links directly to the enforcement action after they have reported content to the platform, had that report rejected, appealed that decision and then received a final decision from the platform. To make this process easier, users should be told about dispute settlement bodies and receive a unique reference number when they first report the content to Meta.
- Overall, however, we believe that Meta's clear signposting to dispute settlement bodies is a major factor in explaining why we receive more disputes about Facebook and Instagram compared to other social media platforms.⁸

⁸ While we have made efforts to ensure that the information in this table is correct as of August 2025, any third party seeking to rely upon this information should verify it directly with the platform in question.

Platform	Facebook	Instagram
Dedicated web-page for out-of-court dispute settlement (ODS) bodies?	Yes – How dispute settlement bodies work in the EU for Facebook	Yes – How dispute settlement bodies work in the EU for Instagram
Link to EU ODS website included on any web-page?	Yes	Yes
ODS bodies mentioned in internal appeals process?	Yes	Yes
Link to EU ODS website in internal appeals process?	Yes	Yes
ODS bodies mentioned in Statement of Reasons?	No	No
Link to EU ODS website in Statement of Reasons?	No	No



Disputes and Decisions

Eligible disputes received: **552**

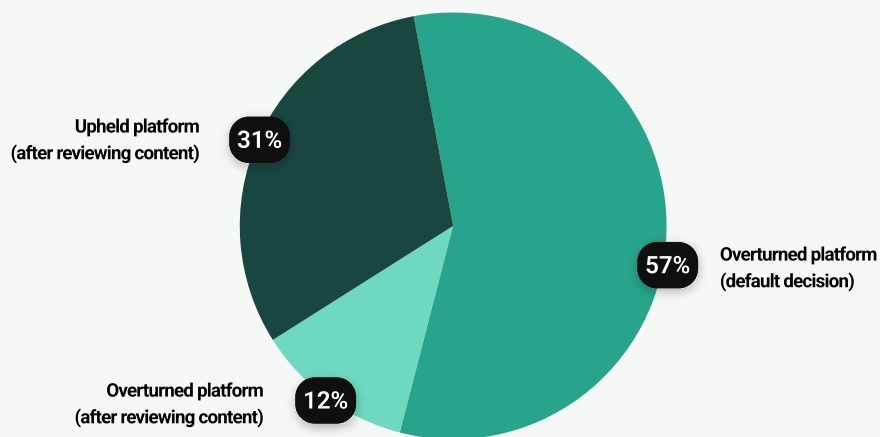
Decisions made: **241**

Top 3 policy areas⁹ challenged to the Appeals Centre by TikTok users:

1. Hate Speech and Hateful Behaviours (36%)
2. Bullying and Harassment (16%)
3. Misinformation (8%)

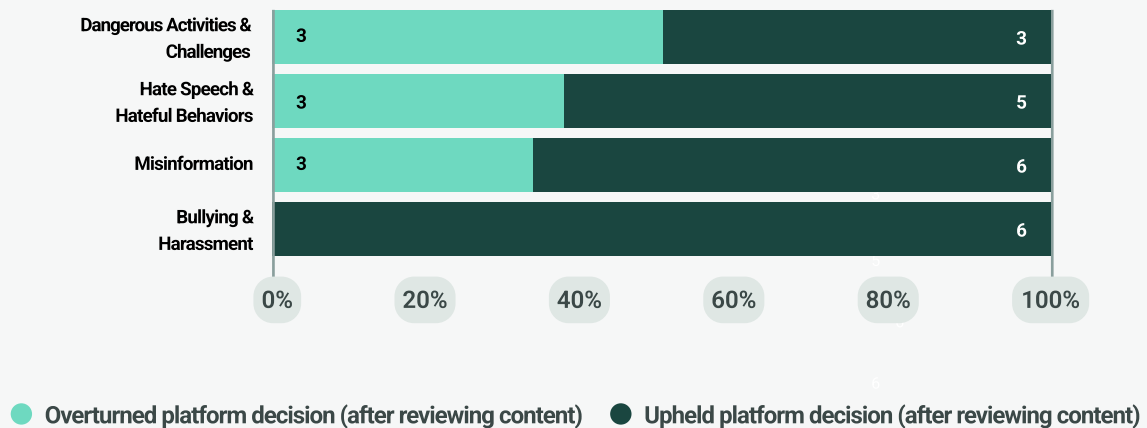
⁹ Only includes content policies and does not include "Unknown or did not provide" option.

Appeals Centre Decisions Related To TikTok



More than half (57%) of the 240+ decisions we made on disputes related to TikTok were 'default decisions' where the platform did not provide the content and we ruled in the user's favour. In the remaining 43% of cases (where we received and reviewed the content before making our decision), we upheld TikTok's original decision more than two-thirds of the time.

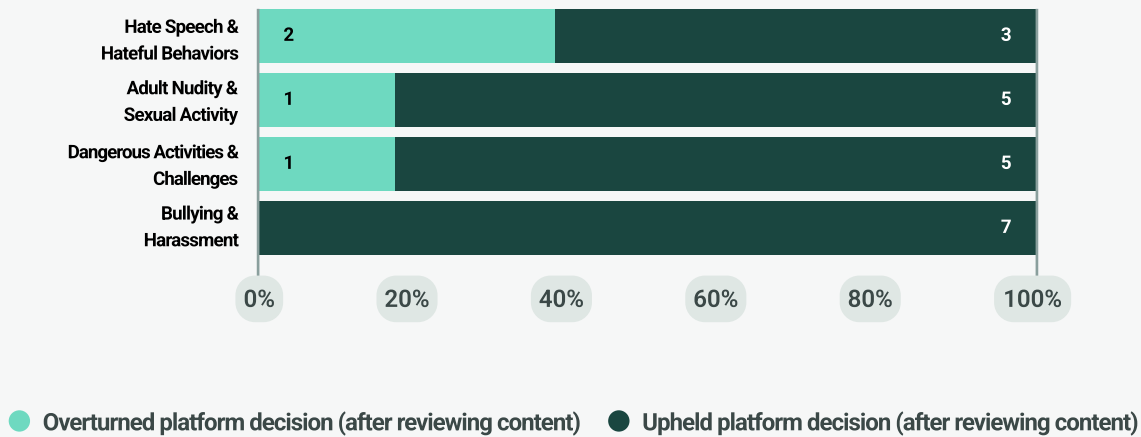
Appeals Centre's Decision Where The User Wanted Content Removed From TikTok (Where We Received And Reviewed The Content)



Where users wanted potentially harmful content removed for violating TikTok's Dangerous Activities and Challenges policy, we overturned the platform half the time (3 out of 6 decisions).¹⁰ By contrast, we upheld all of TikTok's decisions to leave up content when a user thought it should have been removed for violating the Bullying and Harassment policy (6 out of 6 decisions).

¹⁰ These graphs only shows policy areas where we made at least five decisions. They only shows decisions taken after we reviewed the content and exclude 'default decisions.'

**Appeals Centre’s Decision Where The User Wanted
Content Restored To TikTok
(Where We Received And Reviewed The Content)**



Where users had their content removed, we upheld TikTok’s decision to remove it in a majority of cases across all Community Guidelines. We upheld all of TikTok’s decisions to remove content for violating its Bullying and Harassment policy (7 out of 7 decisions).

TikTok: Engagement and Signposting

Our experience of working with TikTok has been constructive, although they have been slow to improve how they tell their users about dispute settlement bodies. While they have shared content with us for around 100 disputes, they have, at times, struggled to locate the content in question or declined to share the content.

Engagement

- By the end of August 2025, we had made around 100 decisions related to TikTok after reviewing the content in question.
- For a further 139 disputes, we issued default decisions – as TikTok struggled to locate the content or felt the dispute fell outside of our scope. As TikTok does not provide its users with a unique reference number to give to a dispute settlement body, the process of locating the content has been manual so far.
- This contributed to the high number of days required for us to decide TikTok disputes (118 days, on average).
- By the end of August, TikTok had responded in 20 cases on whether they would implement our overturn decisions. In half of these cases, they accepted our decision and implemented it.

118 days

Average time it took the Appeals Centre to make a decision on a dispute about TikTok

Signposting

- Since we started working with TikTok in October 2024, they have made minor improvements to how they tell their users about dispute settlement bodies:
 1. Updating the language about dispute settlement bodies on their “Appeals and Other Redress Possibilities” web-page and adding a link to the European Commission website listing certified bodies.
 2. Changing the link inviting people to “learn more” about dispute settlement bodies in their appeals process so it links to their “Appeals and Other Redress Possibilities” web-page and not TikTok’s Community Guidelines, as previously.
- However, despite these changes, we believe TikTok’s signposting remains insufficient: ¹¹
 1. TikTok lacks a dedicated help-page about dispute settlement bodies.
 2. When a user reports potentially harmful content and TikTok decides to leave it up, a mention of out-of-court dispute settlement appears as part of the appeals process. However, this is at the bottom of the screen, in grey text, in very small font.
 3. TikTok’s appeals process does not include a direct link to the European Commission website which lists certified dispute settlement bodies.
- We believe that TikTok’s signposting limits awareness amongst users about dispute settlement bodies, resulting in a lower number of disputes submitted.

¹¹ While we have made efforts to ensure that the information in this table is correct as of August 2025, any third party seeking to rely upon this information should verify it directly with the platform in question.

Platform	TikTok
Dedicated web-page for out-of-court dispute settlement (ODS) bodies?	No – but mentioned in two sentences at bottom of <u>Appeals and Other Redress Possibilities page</u>
Link to EU ODS website included on any web-page?	Yes - from <u>Appeals and Other Redress Possibilities page.</u>
ODS bodies mentioned in internal appeals process?	Yes – but in very small, grey text in cases where users want harmful content removed from TikTok.
Link to EU ODS website in internal appeals process?	No – only links to “Appeals and Other Redress Possibilities” page
ODS bodies mentioned in Statement of Reasons?	Unknown
Link to EU ODS website in Statement of Reasons?	Unknown



Disputes and Decisions

Eligible disputes received: **343**

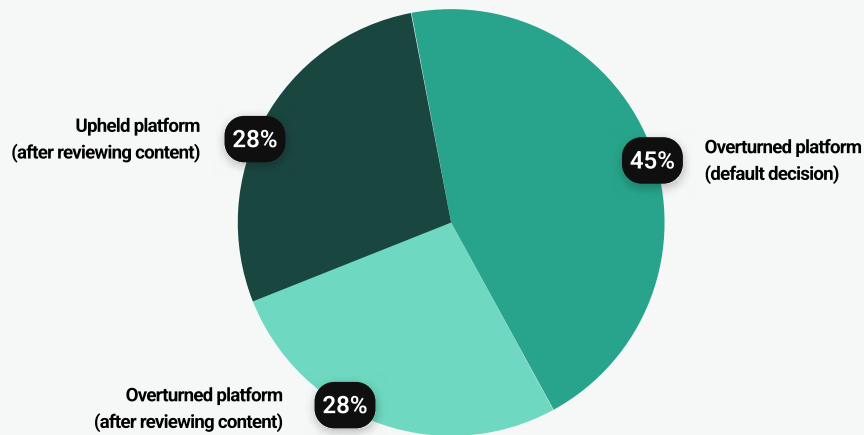
Decisions made: **29**

Top 3 policy areas¹² challenged to the Appeals Centre by YouTube users:

1. Hate Speech and Hateful Behaviours (80%)
2. Medical Misinformation (5%)
3. Bullying and Harassment (5%)

¹² Only includes content policies and does not include “Unknown or did not provide” option.

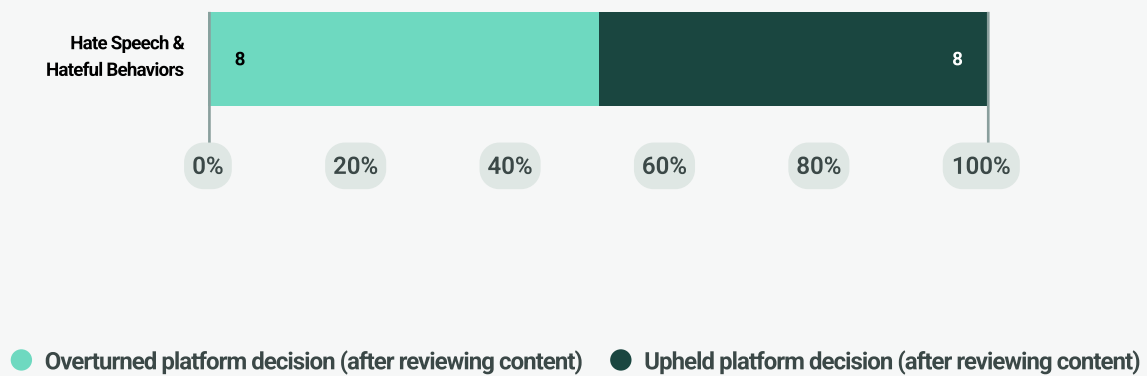
Appeals Centre Decisions Related To YouTube



Please note that, as percentages are rounded to the nearest whole number, some figures in this report may not add up to exactly 100%.

Nearly half (45%) of the 29 decisions we made on disputes related to YouTube were 'default decisions' where the platform did not provide the content and we ruled in the user's favour. In the remaining 55% of cases (where we reviewed the content before making our decision), we overturned YouTube's original decision half the time. The total number of decisions we made for YouTube, 29, was significantly lower than any other platform.

Appeals Centre's Decision Where The User Wanted Content Removed From YouTube (Where We Received And Reviewed The Content)



As YouTube has so far provided us with no original content, for the 16 decisions we made after reviewing the content we used the link to the post which was sent to us by the user.¹³

In all 16 cases, users wanted content removed for violating YouTube's hate speech policy. We overturned YouTube half the time (8 out of 16 decisions).

¹³ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'

YouTube: Engagement and Signposting

Despite having engaged with YouTube for around a year, progress has been very slow. We have received no content from YouTube and we are concerned that their restrictive interpretation of the DSA means their EU users are being denied meaningful access to out-of-court dispute settlement.

Engagement

- So far YouTube has shared no content with us. As such, we have only made decisions on 29 out of 343 eligible disputes submitted to us – less than 10%. Of our 29 decisions related to YouTube, 13 were default decisions, where we found in favour of the user when the platform did not send us the original content.
- In some cases YouTube has also questioned our scope and the application of the DSA.
- The points above contributed to the high number of days required for us to decide YouTube disputes (86 days, on average).

86 days

Average time it took the Appeals Centre to make a decision on a dispute about YouTube

Signposting

- YouTube has a dedicated web-page about dispute settlement bodies, which includes a link to the European Commission website. However, beyond this, we believe its signposting is insufficient.¹⁴
- We are not aware of any references to dispute settlement bodies in YouTube's internal appeals process or the Statement of Reasons they send to users. We believe that YouTube's limited signposting means its users are largely unaware of dispute settlement bodies, resulting in a lower number of disputes submitted.

¹⁴ While we have made efforts to ensure that the information in this table is correct as of August 2025, any third party seeking to rely upon this information should verify it directly with the platform in question.

Platform	YouTube
Dedicated web-page for out-of-court dispute settlement (ODS) bodies?	Yes – European Union DSA Resolution Options
Link to EU ODS website included on any web-page?	Yes – on dedicated web-page
ODS bodies mentioned in internal appeals process?	Unknown
Link to EU ODS website in internal appeals process?	Unknown
ODS bodies mentioned in Statement of Reasons?	No (but “resolution options” mentioned) with link to this page
Link to EU ODS website in Statement of Reasons?	No



Engagement and Signposting

Pinterest have been proactive in engaging with the Appeals Centre and demonstrated willingness to tell their users about dispute settlement bodies.

Engagement

- Since discussions began with Pinterest to mutually prepare for disputes relating to the platform, we have worked directly with their teams to resolve issues for go-live at the start of September 2025.

Signposting

- Pinterest clearly signpost their users to dispute settlement bodies, with their internal appeals process and Statement of Reasons linking directly to the European Commission website.¹⁵ While they do not have a dedicated web-page about dispute settlement bodies, their Digital Services Act help-page includes a clear, prominent explanation of what these are and a link to the European Commission website.
- As we added Pinterest in September 2025 (and this report covers up to the end of August 2025), we have not included statistics about disputes or decisions.

¹⁵ While we have made efforts to ensure that the information in this table is correct as of August 2025, any third party seeking to rely upon this information should verify it directly with the platform in question.

Platform	Pinterest
Dedicated web-page for out-of-court dispute settlement (ODS) bodies?	No – but prominently mentioned in middle of DSA web-page
Link to EU ODS website included on any web-page?	Yes – linked from Pinterest's DSA page.
ODS bodies mentioned in internal appeals process?	Yes
Link to EU ODS website in internal appeals process?	Yes
ODS bodies mentioned in Statement of Reasons?	Yes
Link to EU ODS website in Statement of Reasons?	Yes

3. Country Fact-sheets

Where do our disputes come from?

Rank	Most eligible disputes received	Most eligible disputes received per capita	Most likely that Appeals Centre overturns platform's decision after reviewing content ¹⁶
1	Poland	Lithuania	Lithuania
2	France	Slovakia	Germany
3	Italy	Poland	Greece
4	Germany	Ireland	Slovakia
5	Spain	Malta	Poland
6	Lithuania	Belgium	Netherlands
7	Slovakia	Bulgaria	Austria
8	Belgium	Cyprus	Spain
9	Romania	Estonia	Romania
10	Bulgaria	Italy	Belgium
11	Netherlands	France	France
12	Ireland	Croatia	Portugal
13	Sweden	Spain	Denmark
14	Portugal	Romania	Bulgaria
15	Greece	Denmark	Italy
16	Czechia	Sweden	Ireland
17	Hungary	Latvia	Czechia
18	Denmark	Portugal	Sweden
19	Austria	Netherlands	Croatia
20	Croatia	Greece	Finland
21	Finland	Czechia	
22	Cyprus	Hungary	
23	Estonia	Germany	
24	Latvia	Austria	
25	Malta	Finland	
26	Slovenia	Slovenia	
27	Luxembourg	Luxembourg	

¹⁶ As we have only included countries where we made at least five decisions after reviewing the content, Cyprus, Estonia, Hungary, Latvia, Luxembourg, Malta and Slovenia are not included in this column.

If you are in one of the 27 countries of the European Union, you can challenge a platform's decision by submitting a dispute to the Appeals Centre. We accept disputes about content in any language spoken in the European Union and our online portal is available in Dutch, English, French, German, Italian and Spanish.

Since we started accepting disputes in November 2024, we have received and resolved disputes from every single EU country.

In terms of absolute number of eligible disputes submitted, civil society in Poland submitted significant numbers of disputes – meaning that Poland ranked top for this metric. We also received large numbers of disputes from users in France, Italy, Germany and Spain – with these countries completing the top five.

In terms of eligible disputes submitted per capita, civil society engagement in Lithuania, Slovakia, Poland and Belgium meant that these countries ranked highly for this metric, with Ireland ranking fourth for this metric.

When we received and reviewed the content before making our decision, **we overturned platforms' decision most often for disputes from Lithuania, followed by Germany and Greece.**

So far we have received disputes about content in 50+ languages. The highest number of eligible disputes we received were about content in English, followed by Polish, French, Italian and Lithuanian.

In the following section, **we have selected seven countries** which rank in the top five (either for absolute number of eligible disputes submitted or eligible disputes submitted per capita) to examine in greater detail. Fact sheets for other EU countries are available upon request.



Civil society organisations in Poland took the opportunity to challenge platforms' decisions – meaning we received more eligible disputes from Poland than any other EU country. We plan to translate our website and online portal into Polish later this year.

Eligible disputes submitted: **637**

Number of decisions made about disputes: **132**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Poland:

1. Hate Speech and Hateful Behaviours (81%)
2. Adult Nudity and Sexual Activity (5%)
3. Bullying and Harassment (3%)

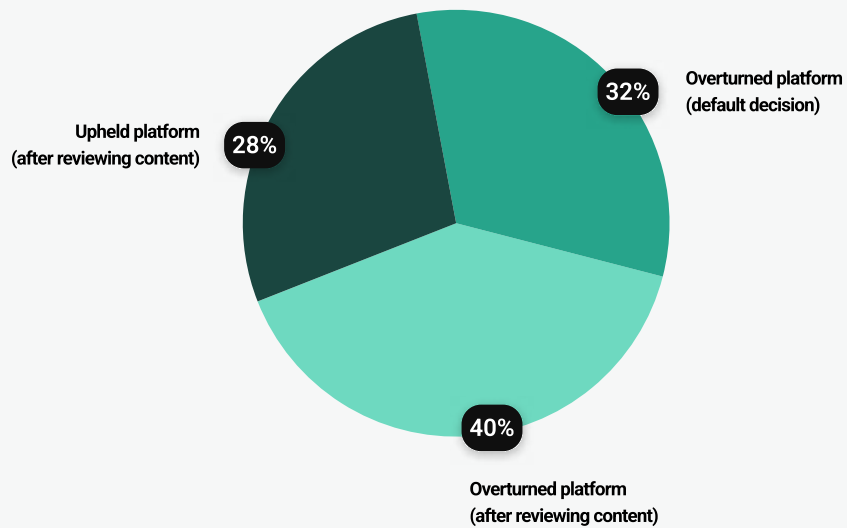


“We received more eligible disputes from Poland than any other EU country”

Top social media platforms for disputes from Poland:

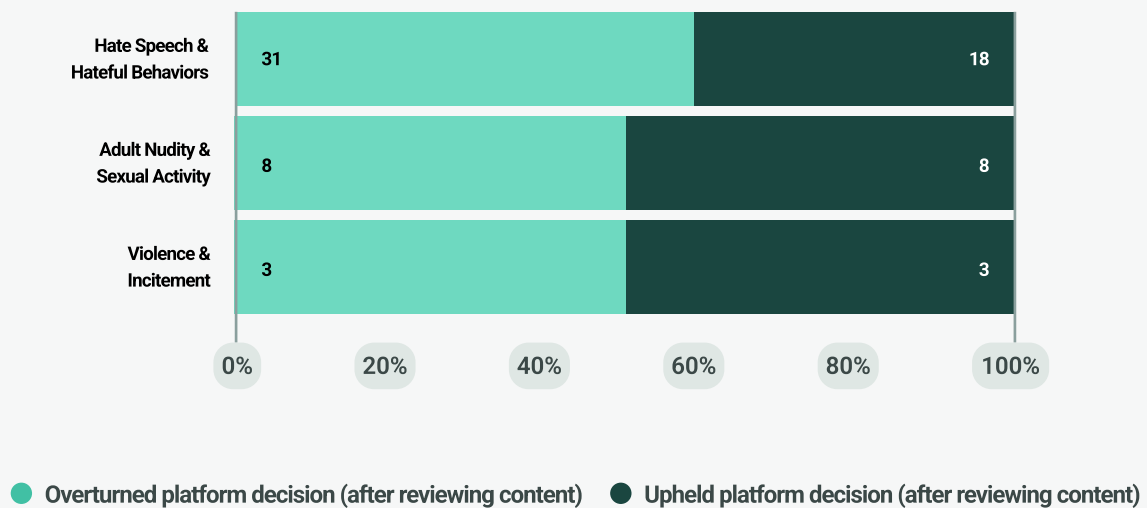
1. Facebook (63%)
2. YouTube (24%)
3. Instagram (9%)
4. TikTok (4%)

Decisions On Disputes Submitted From Poland



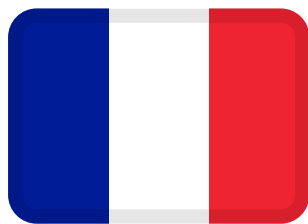
Poland had one of the lowest rates of 'default decisions' of any country - representing less than a third of decisions. In cases where we received and reviewed the content, **we overturned the platform in around 6 out 10 of our decisions.**

Decisions On Disputes From Poland Where Appeals Centre Reviewed The Content



Where users or organisations in Poland challenged a decision a platform made under the Hate Speech and Hateful Behaviours policy, we overturned the platform nearly two-thirds of the time (31 out of 49 decisions).¹⁷

¹⁷ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



France ranked second in the EU for both eligible disputes submitted and decisions made. While we received a small number of disputes from civil society organisations in France, the vast majority were submitted by individual social media users.

Eligible disputes submitted: **416**

Number of decisions made about disputes: **225**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in France:

1. Hate Speech and Hateful Behaviours (18%)
2. Adult Nudity and Sexual Activity (18%)
3. Bullying and Harassment (15%)

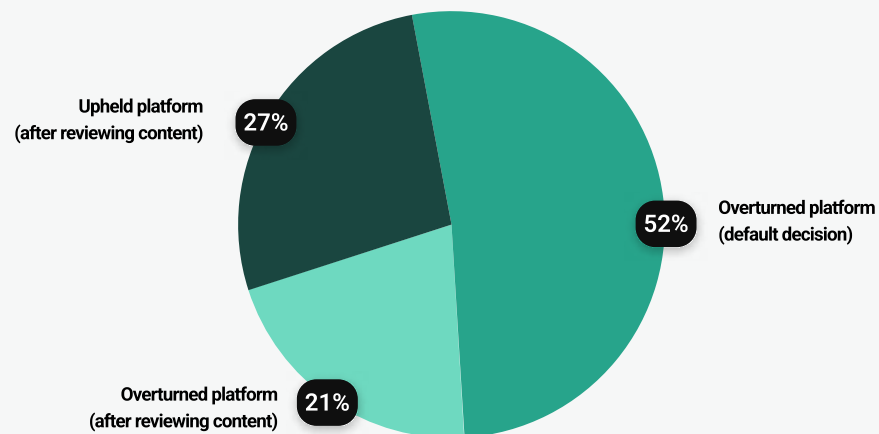


“France ranked second in the EU for eligible disputes submitted to the Appeals Centre”

Top social media platforms for disputes from France:

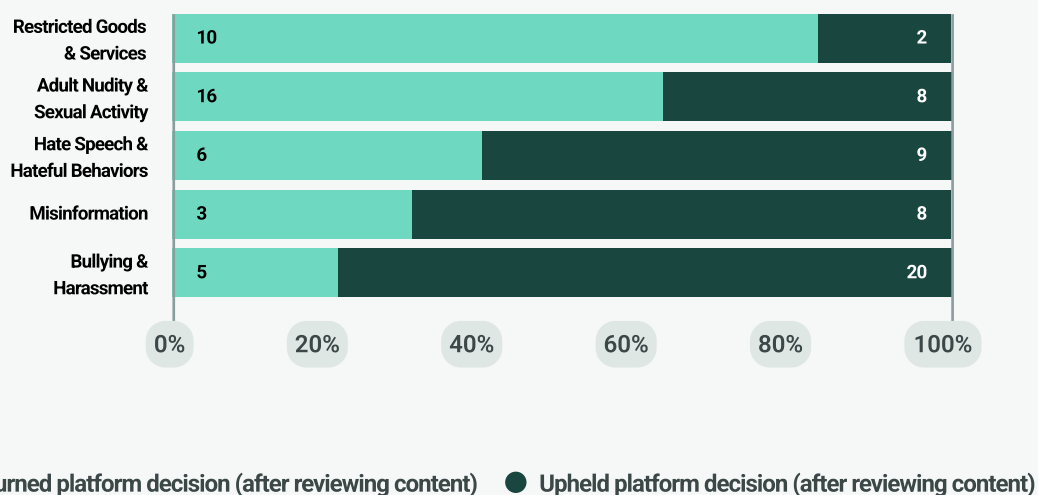
1. Facebook (53%)
2. TikTok (23%)
3. Instagram (15%)
4. YouTube (8%)

Decisions On Disputes Submitted From France



Overall, default decisions made up more than half the decisions we made about disputes from France. In decisions where we received and reviewed the content, **we upheld the platform more than half the time.**

Decisions On Disputes From France Where Appeals Centre Reviewed The Content



Where users in France challenged a decision a platform made under the Restricted Goods and Services policy, we overturned the platform more than 80% of the time (10 out of 12 decisions). The overturn rate for platform decisions taken on the basis of their Adult Nudity and Sexual Activity policy was slightly lower at two-thirds (16 out of 24 decisions). By contrast, where users in France challenged a platform's decision based on the Bullying and Harassment policy, we upheld the platform 80% of the time.¹⁸

¹⁸ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



With a history of alternative dispute resolution, Italy ranked third in the EU for eligible disputes submitted. We made more decisions on disputes from Italy than any other EU country, and Milan and Rome were the top two EU cities for active users on our website.

Eligible disputes submitted: **401**

Number of decisions made about disputes: **253**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Italy:

1. Adult Nudity and Sexual Activity (23%)
2. Account Suspension or Restriction (14%)
3. Restricted Goods and Services (10%)

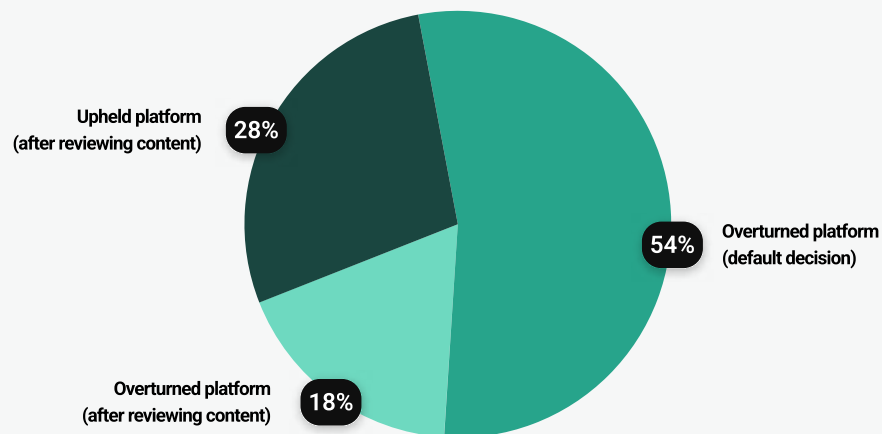


“We made more decisions on disputes from Italy than any other EU country”

Top social media platforms for disputes from Italy:

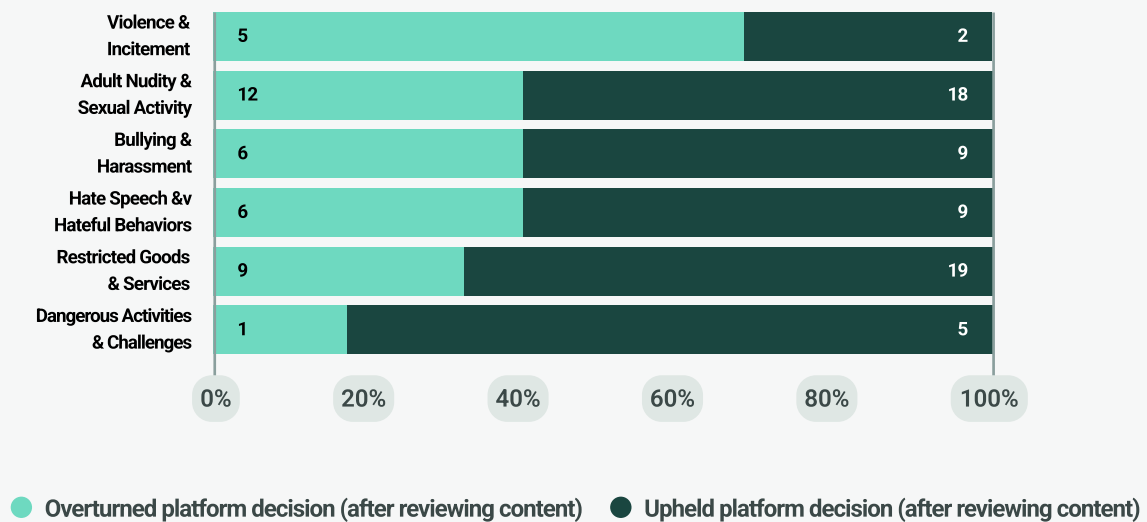
1. Facebook (51%)
2. Instagram (28%)
3. TikTok (20%)
4. YouTube (0%)

Decisions On Disputes Submitted From Italy



Overall, default decisions made up more than half the decisions we made about disputes from Italy. In cases where we received and reviewed the content, we upheld the platform's decision in around 6 out of 10 disputes.

Decisions On Disputes From Italy Where Appeals Centre Reviewed The Content



Where users in Italy challenged a platform's decision to leave up or remove content under the Violence and Incitement policy, we overturned the platform more than 70% of the time (5 out of 7 decisions).

However, where users in Italy challenged a decision a platform made on the basis of its Bullying and Harassment, Adult Nudity and Sexual Activity, Hate speech and Hateful Behaviours, Restricted Goods and Services, or Dangerous Activities and Challenges policies, we upheld the platform the majority of the time.¹⁹

¹⁹ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



In cases from Germany where we received and reviewed the content, we overturned the platform's decision in 7 out of 10 disputes – the second highest of any EU country. Germany was also one of the only countries in the EU where the largest number of eligible disputes came from TikTok (instead of Facebook).

Eligible disputes submitted: **317**

Number of decisions made about disputes: **181**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Germany:

1. Hate Speech and Hateful Behaviours (20%)
2. Adult Nudity and Sexual Activity (14%)
3. Bullying and Harassment (14%)

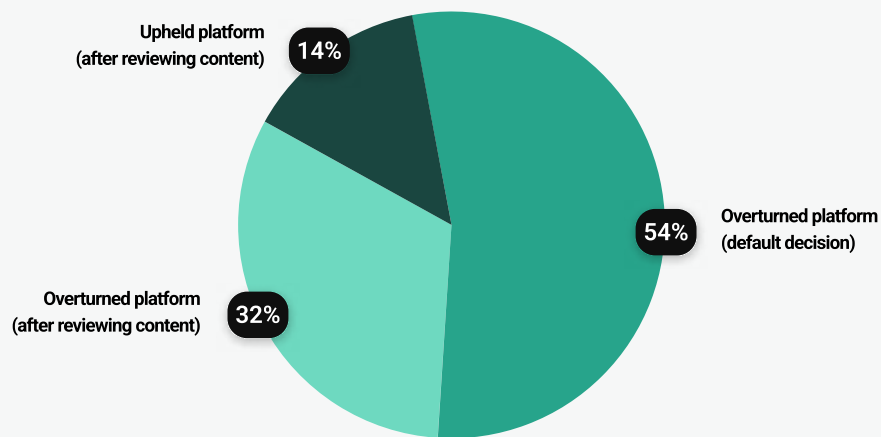


“Where we received and reviewed the content, we overturned the platform's decision in around 7 out 10 disputes from Germany – the second highest of any EU country”

Top social media platforms for disputes from Germany:

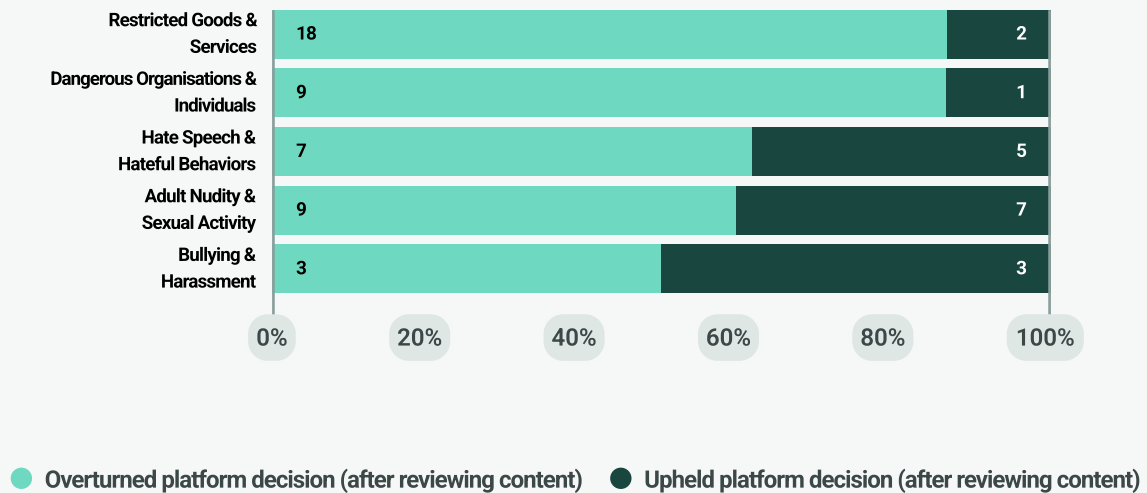
1. TikTok (41%)
2. Facebook (40%)
3. Instagram (17%)
4. YouTube (3%)

Decisions On Disputes Submitted From Germany



Overall, default decisions made up more than half the decisions we made about disputes from Germany. In cases where we received and reviewed the content, we overturned the platform's decision in 7 out of 10 disputes.

Decisions On Disputes From Germany Where Appeals Centre Reviewed The Content



Where users in Germany challenged a platform's decision to leave up or remove content under the Restricted Goods and Services policy, we overturned the platform 90% of the time (18 out of 20 decisions). The overturn rate for platform decisions taken on the basis of their Dangerous Organisations and Individuals policy was also 90% (9 out of 10 decisions). The only policy area where we did not overturn the platform's decision in the majority of cases was Bullying and Harassment, where our decisions were evenly split.²⁰

²⁰ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



Like Italy, adult nudity and sexual activity was the policy area where users in Spain challenged platforms' decisions most often. The disputes we received from Spain came from individual users rather than civil society.

Eligible disputes submitted: **276**

Number of decisions made about disputes: **160**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Spain:

1. Adult Nudity and Sexual Activity (26%)
2. Account suspension or restriction (14%)
3. Hate Speech and Hateful Behaviours (13%)

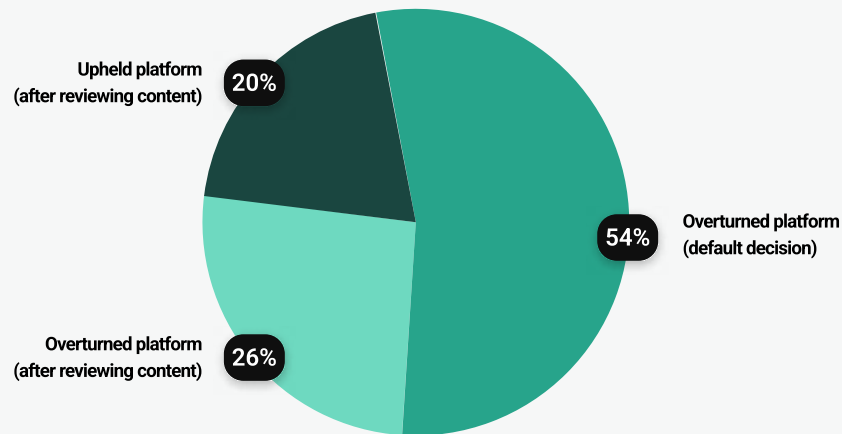
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“Adult nudity and sexual activity was the policy area where users in Spain challenged platforms' decisions most often.”

Top social media platforms for disputes from Spain:

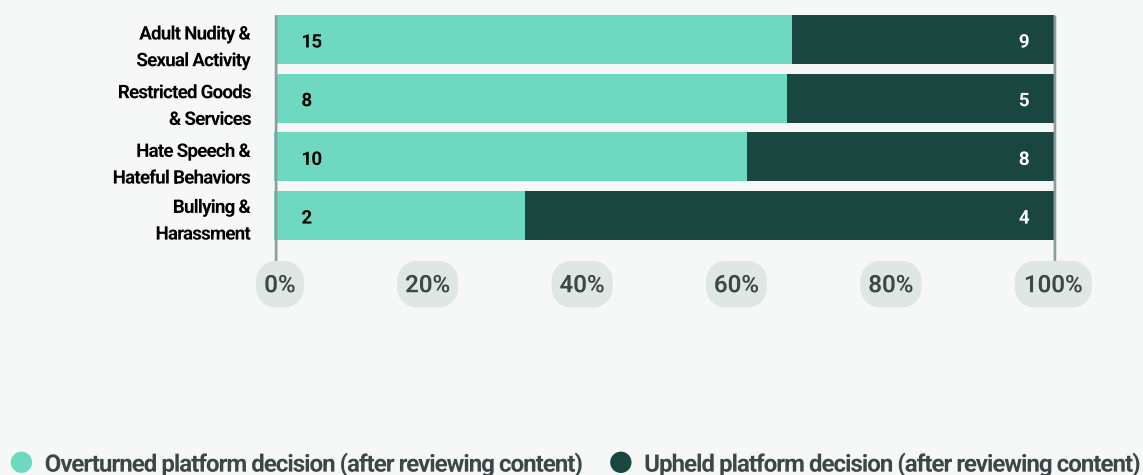
1. Facebook (49%)
2. Instagram (38%)
3. TikTok (11%)
4. YouTube (2%)

Decisions On Disputes Submitted From Spain



Overall, default decisions made up more than half the decisions we made about disputes from Spain. In cases where we received and reviewed the content, we overturned the platform's decision more than half the time.

Decisions On Disputes From Spain Where Appeals Centre Reviewed The Content



Where users in Spain challenged a decision a platform made under its Adult Nudity and Sexual Activity, Restricted Goods and Services and Hate Speech and Hateful Behaviours policy areas, we overturned the platform more than half the time.

However, where users in Spain challenged a decision a platform made on the basis of its Bullying and Harassment policy area, we upheld the platform two-thirds of the time (4 out of 6 decisions).²¹

²¹ This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



Civil society organisations in Lithuania took up the option to challenge platforms' decisions. This meant that – on a per capita basis - we received more eligible disputes from Lithuania than any other EU country. For cases where we received and reviewed the content, we overturned the platform's decision more than three-quarters of the time – the highest rate of any EU country.

Eligible disputes submitted: **209**

Number of decisions made about disputes: **76**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Lithuania:

1. Hate Speech and Hateful Behaviours (91%)
2. Adult Nudity and Sexual Activity (2%)
3. Violence and Incitement (1%)

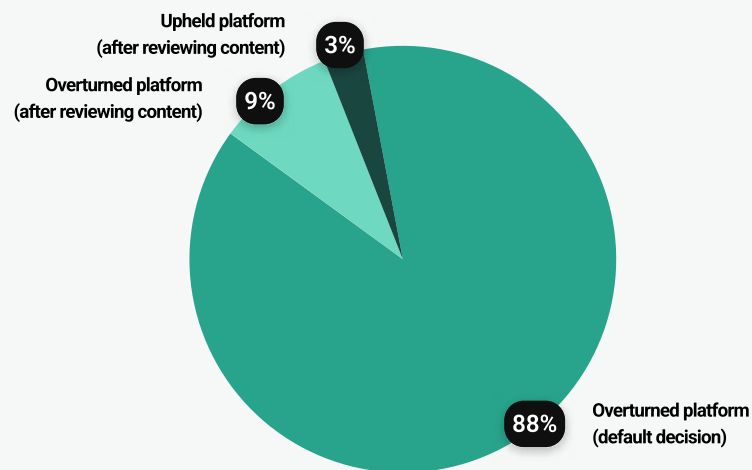


“On a per capita basis, we received more eligible disputes from Lithuania than any other EU country.”

Top social media platforms for disputes from Lithuania:

1. Facebook (96%)
2. TikTok (3%)
3. YouTube (0%)
4. Instagram (0%)

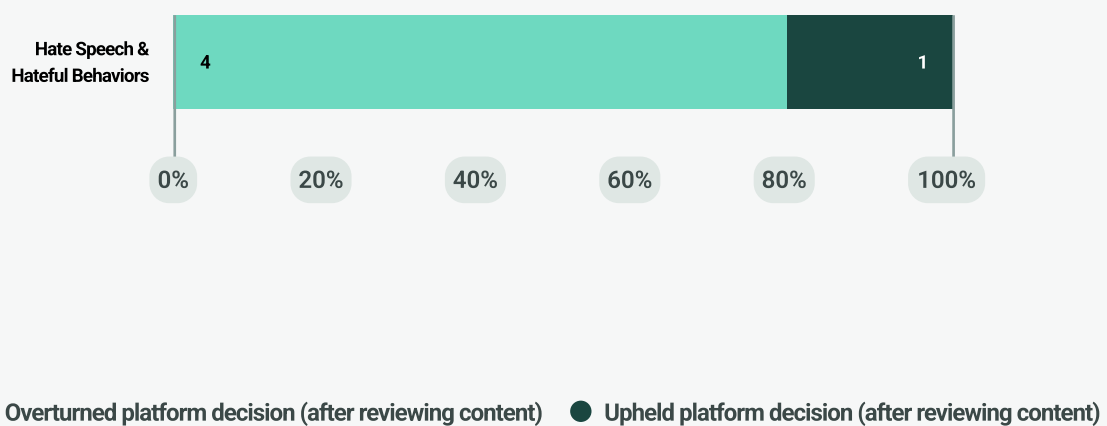
Decisions On Disputes Submitted From Lithuania



Overall, default decisions made up the vast majority of decisions we made about disputes from Lithuania. In cases where we received and reviewed the content, we overturned the platform's decision more than three-quarters of the time.

²² This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'

Decisions On Disputes From Lithuania Where Appeals Centre Reviewed The Content



Where users and organisations in Lithuania challenged a decision a platform made in the area of Hate Speech and Hateful Behaviours, we overturned the platform's decision 80% of the time (4 out of 5 decisions).²²

²² This graph only shows policy areas where we made at least five decisions. It only shows decisions taken after we reviewed the content and excludes 'default decisions.'



When you consider the number of eligible disputes submitted per capita, Ireland ranked fourth out of 27 EU countries – after Lithuania, Slovakia and Poland.

Eligible disputes submitted: **78**

Number of decisions made about disputes: **50**

Top 3 policy areas challenged to the Appeals Centre by users and organisations in Ireland:

1. Account suspension or restriction (26%)
2. Bullying and Harassment (24%)
3. Hate Speech and Hateful Behaviours (17%)

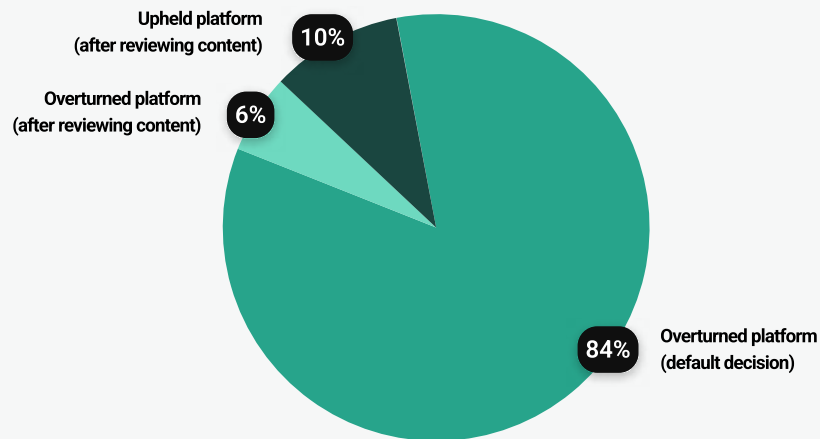


“For eligible disputes submitted per capita, Ireland ranked fourth out of 27 EU countries.”

Top social media platforms for disputes from Ireland:

1. Facebook (55%)
2. TikTok (23%)
3. Instagram (14%)
4. YouTube (8%)

Decisions On Disputes Submitted From Ireland



Overall, default decisions made up the vast majority of decisions we made about disputes from Ireland. In cases where we received and reviewed the content, we upheld the platform's decision in more than 6 out of 10 disputes.

4. What's next?

Our plans for 2025-26

The successful realisation of out-of-court dispute settlement has brought meaningful value to people and organisations in the EU, empowering them to challenge decisions taken by platforms, thereby pursuing their rights and influencing their immediate and wider online environments.

While the Appeals Centre has forged ahead with breathing life into out-of-court dispute settlement under the DSA, there's still a lot to do. During the rest of 2025 and moving into 2026, we want to help even more people across Europe exercise their right to independent review.

In particular, we plan to:

- **Expand to new policy areas and enforcement types**
 - In 2025, we expanded to more areas within our certified scope, such as account suspensions. However, the majority of disputes we receive from users still fall outside of our scope. To change this, by the end of 2025 we will add new policy areas and enforcement types, such as scams, fraud, ads and marketplaces. Moving into 2026, we want to add other areas where we receive large numbers of disputes from users.
- **Add new platforms**
 - In November 2024, we started accepting disputes about Facebook, TikTok and YouTube, adding Instagram in May, Threads in July and Pinterest in September. During the rest of 2025, and moving into 2026, we will add other major online platforms.
- **Improve our customer experience**
 - In our first year we've listened carefully to feedback from people and organisations that use our services and made improvements, including multiple upgrades to our online portal. By the end of 2025, we want to start sending users messages about whether a platform has implemented our decision. Responding to customer feedback, we also plan to translate our website and online portal into Polish and other languages. In 2026, we aim to increase the number of cases in which we provide more detailed rights-based decision rationales to users.

- **Make faster decisions**
 - In 2025, we reduced the time we took to make a decision on a dispute from over 100 days in January to just 19 days in August. We want to continue this positive trend – working with platforms to give their EU users access to fast, independent review.
- **Work together with other out-of-court dispute settlement bodies through the new ODS Network**
 - In April, we joined together with others to launch a new network of out-of-court dispute settlement (ODS) bodies who have either been certified by a national regulator to operate as an out-of-court dispute settlement body or have applied for certification. So far, the ODS Network has engaged with the European Commission, national regulators and platforms on a range of issues including signposting, data sharing, engagement, and more. We look forward to continuing to work with other Network members to raise awareness, share knowledge and establish an efficient out-of-court dispute settlement ecosystem.
- **Publish regular transparency reports**
 - We intend to publish data about the disputes we receive, the decisions we make, and issues we encounter on a regular basis. This transparency report is only an initial display of the breadth and depth of data that could become available, and want to hear from third parties – whether media, academics, civil society, or others – that might make use of such data in their work to help inform and evolve future reporting.

I enjoyed this report! What can I do next?

Whether you're a membership body, a civil society organisation, or just someone who enjoys using social media - help us spread the word! Share this report, mention us on your website, include us in your newsletter or tell someone you know about us:

Contact engagement@appealscentre.eu
to discuss how we can work together.

Create an account at www.appealscentre.eu
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Appeals Centre Europe Transparency Report

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