APPEALS CENTRE EUROPE

Appeals Centre Europe Transparency Report

October 2025 to September 2026

What is Appeals Centre Europe?

Who are we?

- Appeals Centre Europe is an independent out-of-court dispute settlement body certified under Article 21 of the EU's Digital Services Act (DSA). This allows people and organisations in the EU to challenge social media platforms' decisions about content which may or may not violate a platform's terms and conditions.

- We currently cover **Facebook**, **Google Maps**, **Instagram**, **Pinterest**, **Threads, TikTok** and **YouTube**.

- During the period covered by this report (October 2025 – September 2026), we accepted disputes about:
  - **Accounts which were suspended** in the last six months.
  - **Content which were removed** in the last six months.
  - **Accounts or content which was restricted** (e.g. adding a warning screen to a post or demonetising an account) in the last six months.
  - **Pages or Groups which were removed** in the last six months.
  - Potentially-violating **content which was left up.**

- While the **content can be in most languages spoken in the EU**, people must fill in our forms in either Dutch, English, French, German, Italian, Polish or Spanish.

- **Certain policies fall outside of the scope of the Appeals Centre or Article 21 of the DSA,** meaning we cannot accept disputes in these areas. These include hacked accounts, copyright and Child Sexual Abuse Material.

- We continue to **expand our services** and wil**l add new policies, platforms and languages** over time.

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

What we do

Below, we set out what happens when someone sends us a dispute:

1. **Submit dispute:** A social media user in the EU goes to www.appealscentre.eu. After creating an account, they complete a short form which provides us with all the details about their case. It is free-of-charge to submit a dispute.

2. **Check eligibility:** We check whether the dispute can be reviewed under Article 21 of the DSA (an 'admissible' case) and if it falls within our certified scope and rules of procedure (an 'eligible' case). If the case is either inadmissible or ineligible, or we haven't received enough information from the user, we message the user to tell them we cannot proceed with their case.

3. **Request content:** Next, we contact the relevant social media platform to request the content and additional relevant information related to the dispute. This could be the content that they've removed, the potentially harmful content they've left up, the last piece of content which caused someone's account to be suspended, or other information pertinent to a dispute. As of October 2026, if the user has opted to allow the platform to re-review its original decision, then the platform has up to 30 days to do this when we initially contact them. If the platform does not reverse its original decision, or we do not receive the content within 30 days for disputes where a platform has left up potentially violating content, we may use the hyperlink provided by the user to review the content in question and make a decision. For all eligible dispute types, if we do not receive the content within the timelines set out in our rules of procedure, we may make a procedural decision in favour of the user.

4. **Make decision:** Our expert team reviews the content and makes an independent decision on whether the platform's original decision was consistent with their own policies and the fundamental rights standards referenced within the platform policies. Either we disagree with the platform (we 'overturn' their decision), or we agree with the platform (we 'uphold' their decision). We message the user and platform with our decision. While our decisions are non-binding, and it is up to platforms whether to implement them, they must engage in good faith. We are pushing platforms to consistently inform the user and us about whether they have implemented our decisions.

To learn more about your rights under the DSA in our User Support Guide click **here.**

Introduction

From October 2025 to September 2026, we saw huge growth in the number of people and organisations requesting independent review.[1] During this period we received 43,000 disputes, meaning that – since we started accepting disputes in November 2024 – we have now received more than 65,000 disputes. This shows a clear appetite from people across the EU to challenge social media platforms' decisions. To accommodate this increase, our case review team in Dublin has more than doubled in recent months.

In cases where we were able to review the content, we overturned platforms' decisions three-quarters (74%) of the time. This is 15% higher than the 59% overturn rate in our last Transparency Report. The case studies in this report bring this figure to life; from satirical content removed by automated systems, to homophobic abuse which slipped through the cracks.

For the first time, we've included a Special Report on fraud and scams in our Transparency Report. From April to September 2026, this was the policy area where we received the most eligible disputes. With Artificial Intelligence, it is harder than ever to tell fact from fiction, with examples ranging from deepfake 'romance scams' to cryptocurrency videos encouraging people to copy malicious code from Chat GPT. On fraud and scams, hate speech and other areas, we believe that our decisions can help create a heatmap of 'systemic risks' on social media where platforms must take action.

We have also taken action to improve people's experience. This includes producing a User Support Guide in seven languages, reducing our average turnaround time by two weeks, and allowing users to give platforms the opportunity to reverse their original decision when we first contact them.

However, despite some progress, many people are still being denied the independent review they are entitled to. For example, despite requesting more than 850 pieces of content from Google between October 2025 and September 2026, we only received two pieces of content required for us to review a dispute raised in relation to their platforms if the content is no longer publicly available. Whilst there has been some improvement in content sharing for account suspensions by Meta, this remains an area where users are often unable to access meaningful outcomes across all platforms.

[1] This period (October 2025 – September 2026) overlaps with the period covered by our last Transparency Report (April 2025 – March 2026), as we wanted to provide a full year of data in this report.

As such, platforms need to step up and provide the content for each and every eligible dispute under the DSA as part of their obligation to engage in good faith with this process. Moreover, whilst out-of-court dispute settlement decisions are non-binding, there is poor visibility into the decision implementation rates by platforms, meaning that even when content is shared and the user has received a decision from an out-of-court dispute settlement body in their favour, it is unclear to what extent platforms are taking the next step and implementing these decisions.

A process is currently taking place to establish 'best practices' for Article 21 of the Digital Services Act. This is led by the national Digital Services Co-ordinators with participation of the European Commission in Working Group three of the DSA Board. It is crucial that the resulting recommendations improve people's experiences of using out-of-court settlement bodies like the Appeals Centre. It is crucial that the resulting recommendations improve people's experiences of using out-of-court settlement bodies like the Appeals Centre.



Executive Summary

From October 2025 – September 2026, Appeals Centre Europe:

- Received **43,000 disputes** from people and organisations in the EU challenging decisions on social media platforms
- On average, that's one dispute every **12 minutes**

19,600+ of these disputes were initially assessed as being eligible and progressed for review

By the end of September 2026, we had made **16,800+ decisions** on these disputes:

- In nearly **5,000 decisions** where **we were able to review the content** we **disagreed with the platform's decision 74% of the time**

In **12,000 decisions,** we made procedural decisions as we were not able to independently review the content:

- In **10,000+** of these decisions, we did not receive the content from the platform and **made a procedural decision in favour of the user**
- In **nearly 2,000** of these decisions, we determined, after reviewing information provided by the platform, that the user was not entitled to remedy under Article 21 of the Digital Services Act and **made a procedural decision in favour of the platform**

Executive Summary

In cases where platforms **left up content** after it was reported for violating their rules...

...we disagreed with platforms in: [2]

- **99%** of cases about **violent and graphic content**
- **92%** of cases about **dangerous organisations**
- **91%** of cases about **violence and incitement**
- **86%** of cases about **fraud and scams**
- **82%** of cases about **hate speech**

...and agreed with the platforms in:

- **64%** of cases about about **advertising standards**
- **54%** of cases about **misinformation**

In cases where platforms **removed or restricted content** for violating their rules...

...we disagreed with platforms in:

- **60%** of cases about **fraud and scams**
- **51%** of cases about **restricted goods and services**

...and agreed with the platforms in:

- **65%** of cases about **hate speech**
- **57%** of cases about **adult nudity**

In cases where platforms **suspended or restricted accounts** for violating their rules...

...we agreed with platforms in:

- **78%** of cases about **adult nudity**
- **72%** of cases about **regulated goods and services**
- **65%** of cases about **fraud and scams**

[2] We only include policy areas in these rankings if (1) we made 30+ decisions in this area after reviewing the content, (2) we overturned or upheld the platform in this area 50%+ of the time, and (3) it was one of the top 5 policy areas for overturns or upholds for that decision type.

Top 5 countries for submitting eligible disputes (absolute number):

1. France
2. Belgium
3. Spain
4. Italy
5. Germany

Top 5 countries for submitting eligible disputes (per capita):

1. Belgium
2. Malta
3. Cyprus
4. Slovakia
5. France

Top 5 policy areas challenged to the Appeals Centre:

1. Hate speech
2. Fraud and scams
3. Account suspension or restriction
4. Adult nudity and sexual content
5. Child exploitation and abuse

From October 2025 – September 2026 we:

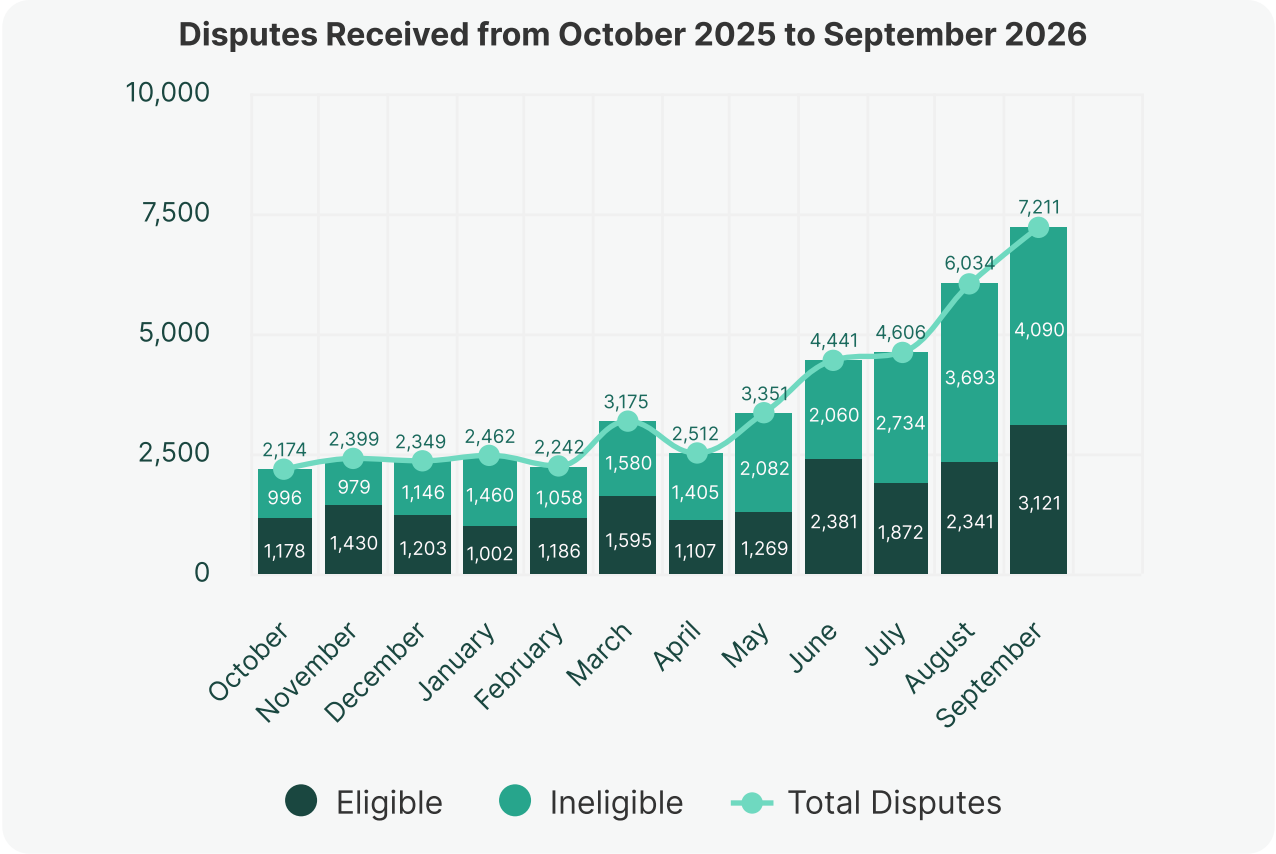
> Received **3x more disputes** in September 2026 than in October 2025.

> Expanded to cover new areas including **Google Maps, content-based spam, child sexual exploitation** and **content restrictions.**

> Featured in the **European Board for Digital Services and European Commission's report on systemic risks**, setting out how disputes can identify and mitigate such risks

> Published a **User Support Guide** to help people understand their rights under the Digital Services Act

Overarching Statistics

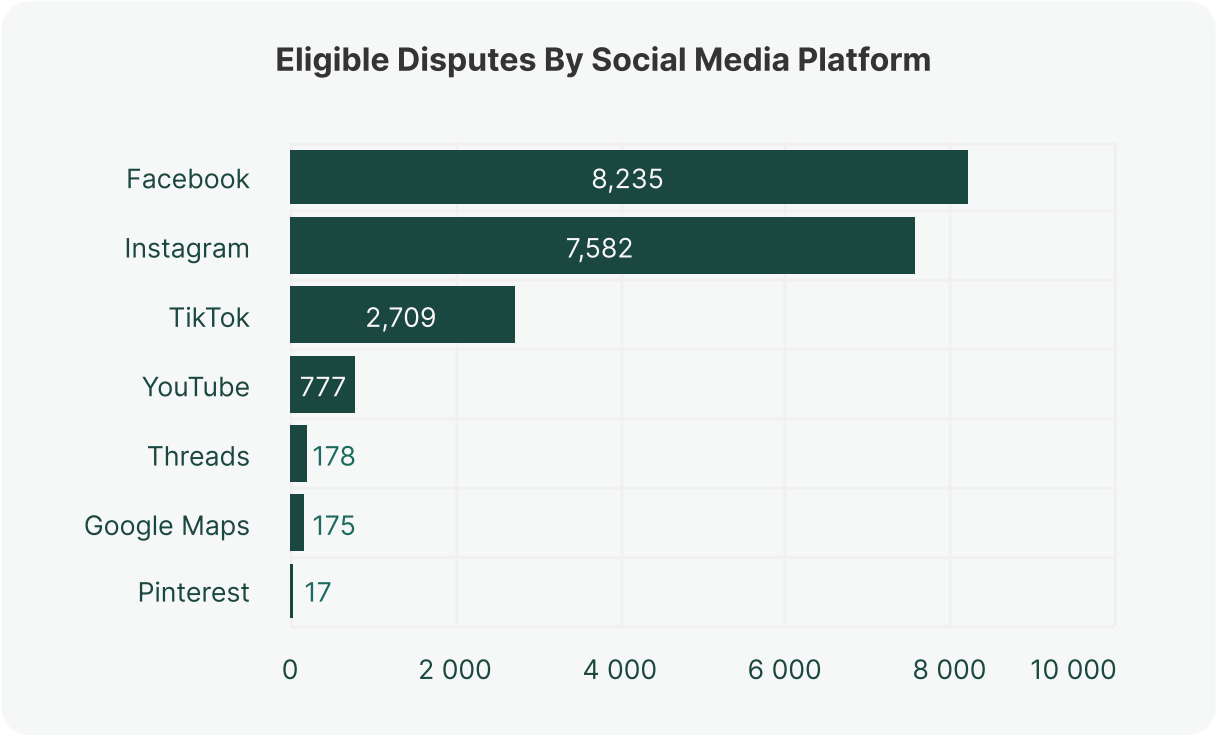


From October 2025 to September 2026, we received 42,956 disputes from people and organisations across the EU who wanted to challenge a decision by a social media platform.[3] We deemed just under half of these (19,600+ disputes) to be eligible when we received them.[4]

From May to September 2026, we saw a steady increase in the number of disputes we received each month, rising from around 3,300 in May to 7,200 in September. This was underpinned by our work to inform users about out-of-court dispute settlement and their new rights under the DSA.

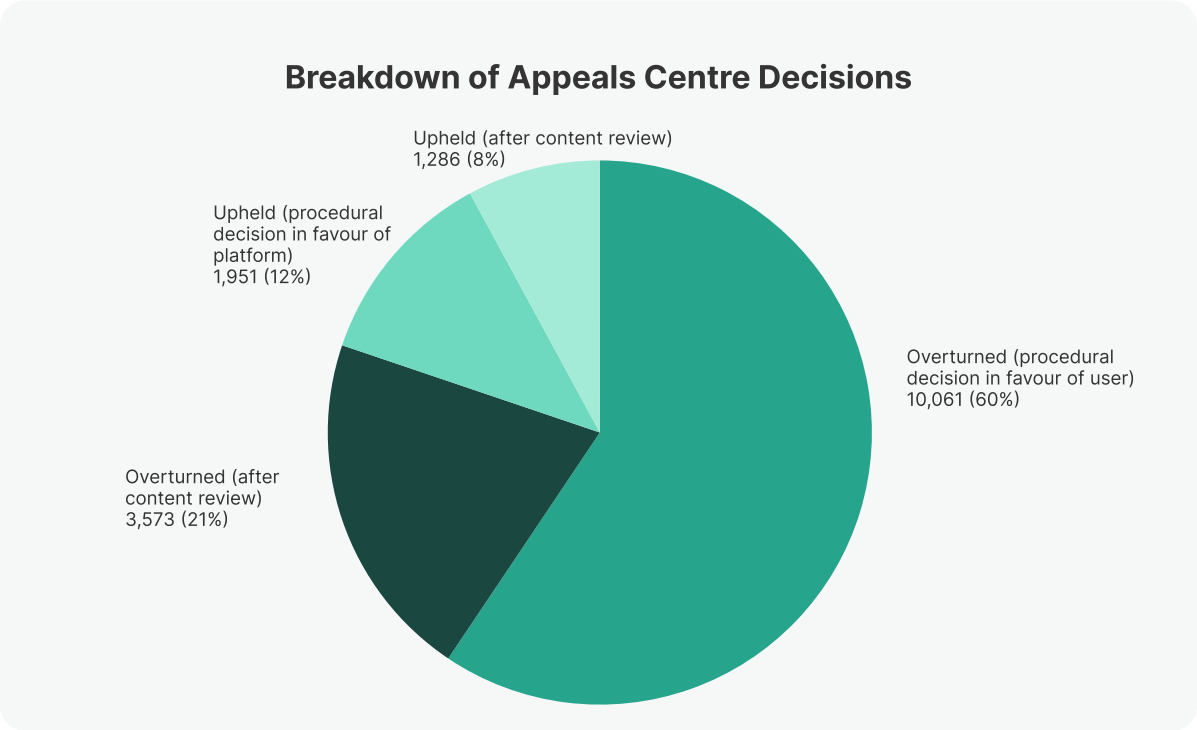
[3] Please note that some of the numbers in the graph of disputes received are different to previous transparency reports. As the case review process includes back-and-forth with the platforms, this can lead to cases being reclassified as eligible or ineligible over time. Differences between the reported figures are minor.

[4] Eligible cases are those that fall within our scope and contain sufficient information to process.



Of the 19,673 eligible disputes we received from October 2025 to September 2026, most were about Facebook (8,000+ disputes) and Instagram (7,500+ disputes). More than 2,700 eligible disputes were about TikTok and more than 750 about YouTube. In August 2026, we started accepting disputes about Google Maps – receiving around 50 eligible disputes in August, followed by more than 125 disputes in September. Due to the low numbers of disputes about Threads, Google Maps, and Pinterest, this data is not broken down further in this report.

In nearly half (49%) of eligible disputes people or organisations wanted to restore their account. In 14% of eligible disputes, people or organisations wanted to restore their own content, while in a further 36% of eligible disputes they wanted the platform to remove content they considered policy-violating. As only 1% of eligible disputes were from users who wanted to restore a Page or Group, this data is not broken down further in this report.



From October 2025 to September 2026, the Appeals Centre made more than 16,800 decisions on disputes submitted from individuals and organisations across the EU.[5] On average, it took us 47 days to issue these decisions. This is 18 days faster than the 65 days we took from April 2025 to March 2026, as noted in our last Transparency Report.

For nearly 5,000 decisions where we received and reviewed the content, we overturned the platform three-quarters (74%) of the time. This is 15% higher than the 59% overturn rate in our last Transparency Report. We were most likely to overturn decisions made by YouTube (overturning 93% of their decisions), followed by TikTok (77%), Instagram (75%), and Facebook (67%). High overturn rates show that social media users should not automatically assume that the platform has got it right and that it is worth challenging the decision to the Appeals Centre for an independent review.

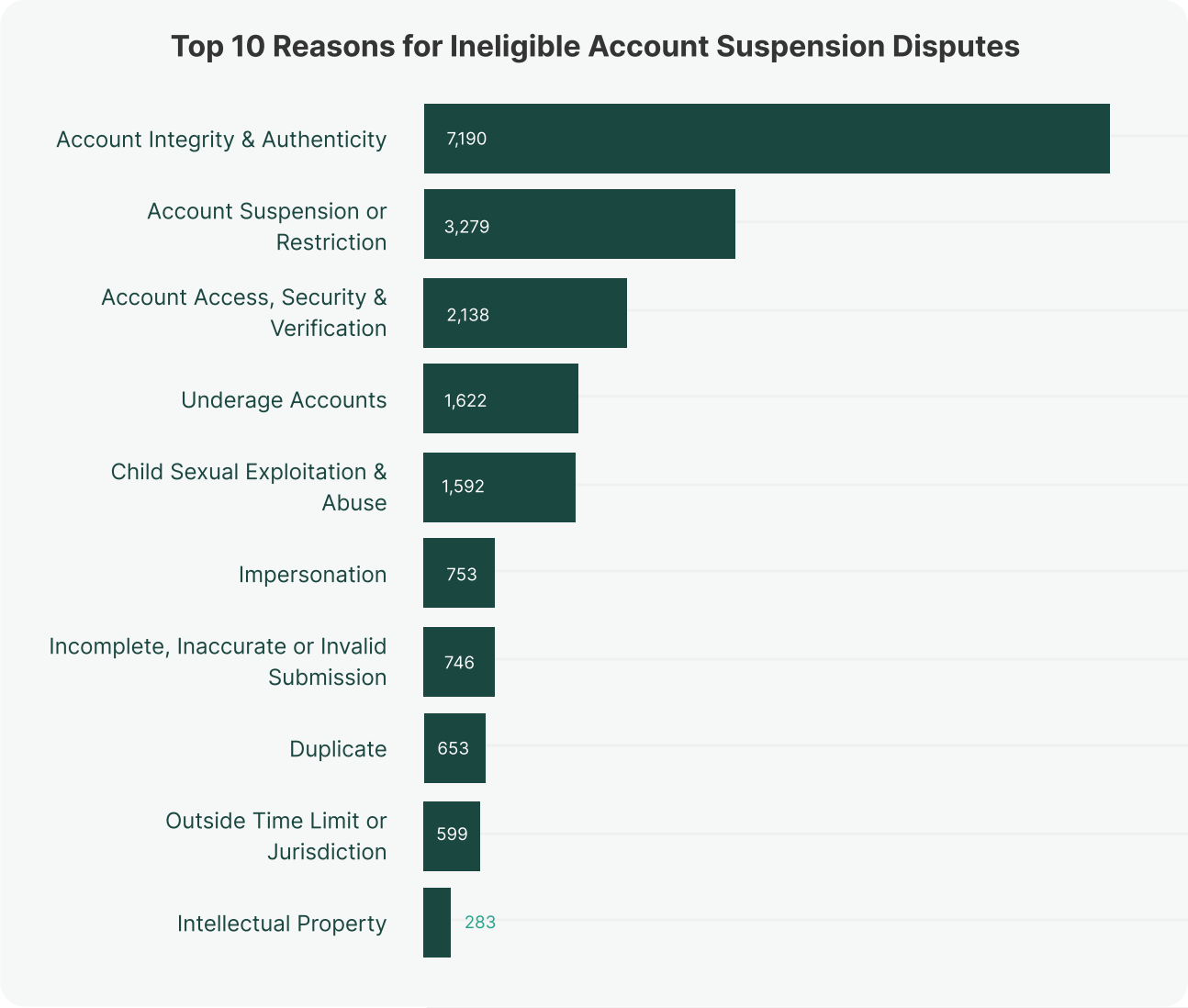
In the remaining 12,000 cases, we made procedural decisions. More than 10,000 of these were procedural decisions in favour of the user (previously called 'default decisions'). In most cases, this meant that, despite the dispute being eligible, the platform did not provide us with the content and we made a procedural decision in the user's favour. Most of these were account suspension disputes where, despite some progress, platforms are still failing to provide us with the content in the majority of cases.

[5] Due to rounding, the percentages in charts may not always add up to exactly 100%.

The remaining 2,000-or-so decisions were procedural decisions in favour of the platform. We started making these kinds of decisions from February 2026 in cases where we initially considered that the user was entitled to review and, possibly remedy, based on the user's submission, but later determined that the case fell outside Article 21 of the DSA based on materials provided by the platform.

While this report includes several examples of cases where platforms have implemented our decisions, we are still not receiving consistent data about whether platforms have actioned our decisions. In October 2026, we allowed people and organisations submitting disputes to opt into 'platform re-review'. This gives the platform the opportunity to reverse its decision (e.g. restoring a user's account or removing violating content) when we first contact them about the case and to remedy the error without us undertaking a full review.

The Platform Suspended My Account



The biggest reason that account suspension disputes fell outside of our scope was because they were related to "Account Integrity & Authenticity". Most of these disputes fell outside of our scope as they were related to behavioural[6] account integrity policies, such as cybersecurity and actor networks (coordinated bots creating accounts). It also covers linked account suspensions (when someone's Facebook account is suspended, their Instagram account is often also suspended).

In second place is "Account Suspension or Restriction" which may include cases where the enforcement action is purely behavioural. In third place is "Account Access, Security and Verification" which covers issues related to account hacking. In fourth, fifth, and sixth places were "Underage Accounts", "Child Sexual Exploitation and Abuse", and "Impersonation". While we are considering expanding to some of these areas in the future, currently we do not have the technical means (such as verifying a user's national ID card, driving licence, or passport) to determine whether a user has violated the platforms rules in these areas.

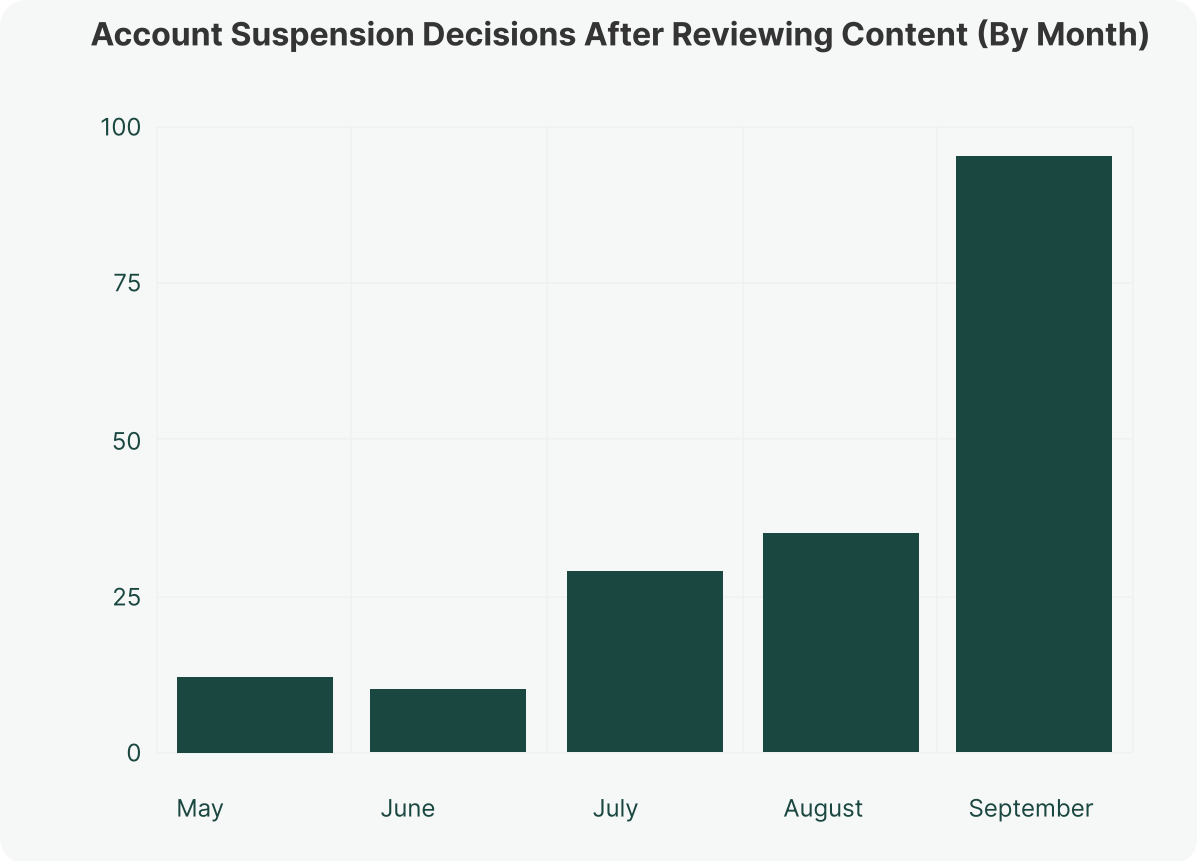
[6] The term "behavioural" refers to the way in which a user behaves on a platform (e.g. bot activity, account hackings). As we do not currently have access to additional information which we would need to make decisions on these kinds of cases, such as technical information about whether users are setting up multiple accounts or hacking other people's accounts), these areas are currently outside our scope.

Eligible Account Suspension Disputes

Around 9,600 requests from users to review account suspensions fell within our scope (with 85% of these relating to Facebook or Instagram). These users were most likely to have been banned for supposedly violating platforms' rules on Account Suspension or Restriction (2,619 cases), followed by Child Exploitation and Abuse (1,424 cases), Fraud and Scams (1,198 cases), Adult Nudity and Sexual Content (1,034 cases), or Content Restrictions, such as restricting an account so it cannot make money (512 cases).

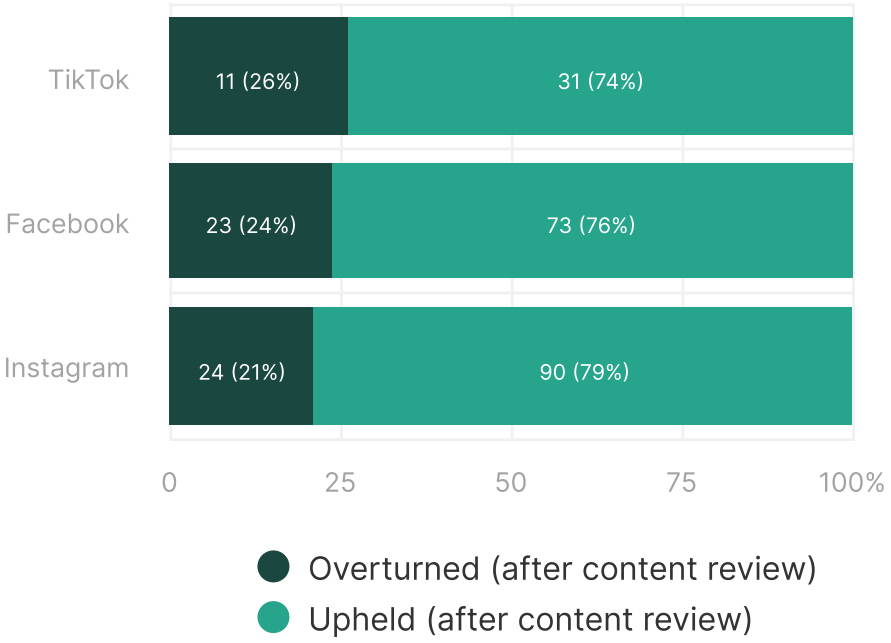
From October 2025 to September 2026, we made 8,545 decisions about account suspension disputes. In 6,442 cases we did not receive the content from the platform and made a procedural decision in favour of the user. In a further 1,848 cases we made a procedural decision in favour of the platform after we decided they were outside the scope of Article 21 of the DSA following the platform's response.

We made the remaining 255 decisions after we received the content from the platform. While this number remains low, it represents an 80% increase on the 142 account decisions we made after receiving the content from April 2025 to March 2026.



In recent months, the number of account suspension decisions we made after receiving the content has increased from around 10 per month in May and June, to around 30-35 per month in July and August and nearly 100 in September. This has been driven by Meta providing more content related to Facebook and Instagram account suspensions. While this is a step in the right direction, Meta needs to provide the content for every account suspension case submitted by people across the EU.

Account Suspension Decisions After Reviewing Content (By Platform)



We overturned platforms' decisions to suspend accounts in around a quarter (23%) of cases where we reviewed the content. This was consistent across all platforms, with an overturn rate of 21% for Instagram, 24% for Facebook, and 26% for TikTok.

Across all platforms, of the policy areas where we made at least 30 decisions after reviewing the content, we were most likely to uphold a platform's decision to suspend or restrict an account for violating its rules on adult nudity (78%), regulated goods and services (72%) and fraud and scams (65%).

Issues Remain Around Sharing Content

When we receive an eligible account suspension dispute, we ask the platform for the last piece of content from that account which supposedly broke the rules. However, despite progress in recent months, in most cases platforms are still not providing this. We often receive messages from frustrated users who feel, quite understandably, that this process has fallen short of their expectations.

A solution is currently being worked on under a best practices recommendations process. However, in the meantime, platforms still have an obligation to provide the content in question. We urge platforms to provide content for every eligible case to allow users to access their right to independent review under the DSA.



Case Studies:

Case Study: Legitimate Italian Business Banned from Instagram

An Instagram user in Italy submitted a dispute to the Appeals Centre after their account was banned for violating Meta's rules on counterfeiting and inauthentic products. The user said that their account represented a shop in southern Italy which had a VAT number. Meta provided the content, which showed a post advertising designer handbags for sale. There were no indications that the products were counterfeit and the company's website appeared to represent a real shop selling authentic goods. We overturned Meta's decision, recommending that they remove the 'strike' from the user's Instagram account. After we made our decision, Meta said they had reviewed the content and still believed it broke their rules.

Case Study: Upholding Meta's Decision to Ban User for Anti-Muslim Hate

A user in Germany submitted a dispute after Meta suspended their Instagram account for hateful conduct. Meta provided the video, which showed a woman saying that when she hears about rape, she assumes the perpetrator is a Muslim. She then spits at the camera. We decided that the video violated Meta's hateful conduct policy, upholding their decision to apply a 'strike' to the user's Instagram account.

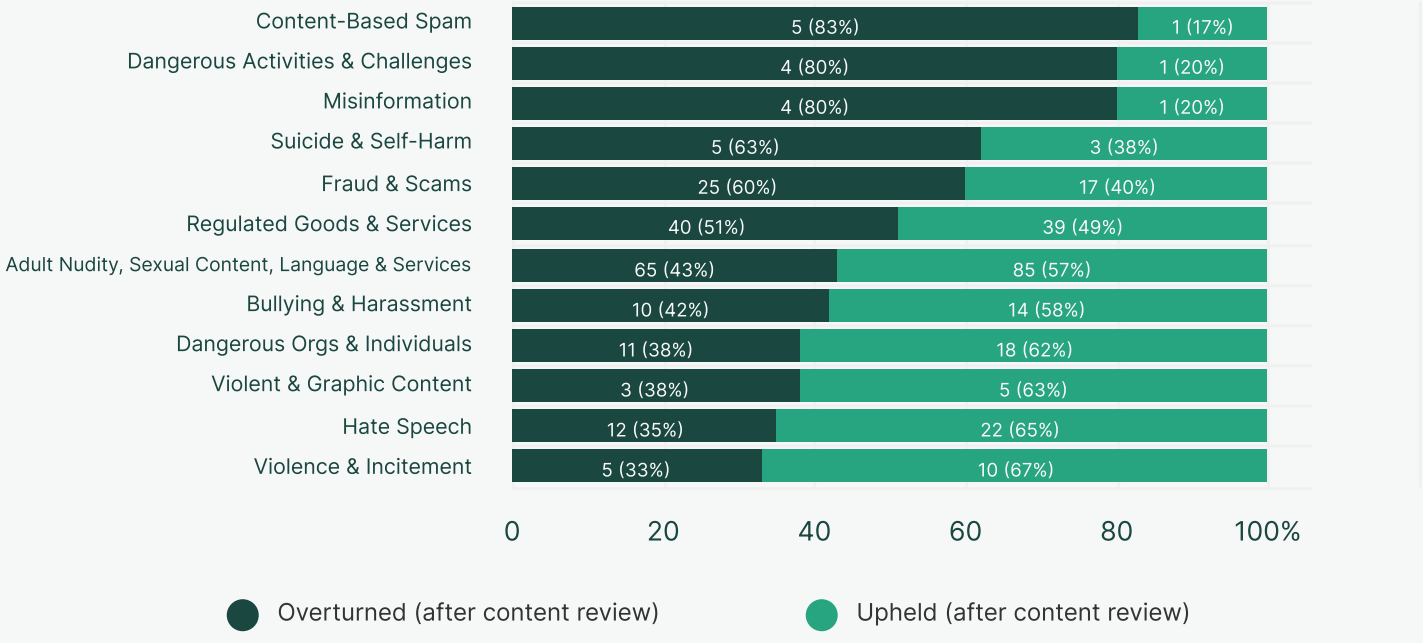
The Platform Removed or Restricted My Content

From news reports to satire, we've continued to see hundreds of posts that have been unfairly removed or restricted.

From October 2025 to September 2026, we received around 2,800 eligible disputes from people whose content had been removed or restricted for supposedly violating platform policies. The top three policy areas where we received eligible disputes were adult nudity and sexual content, content restrictions, and regulated goods and services.

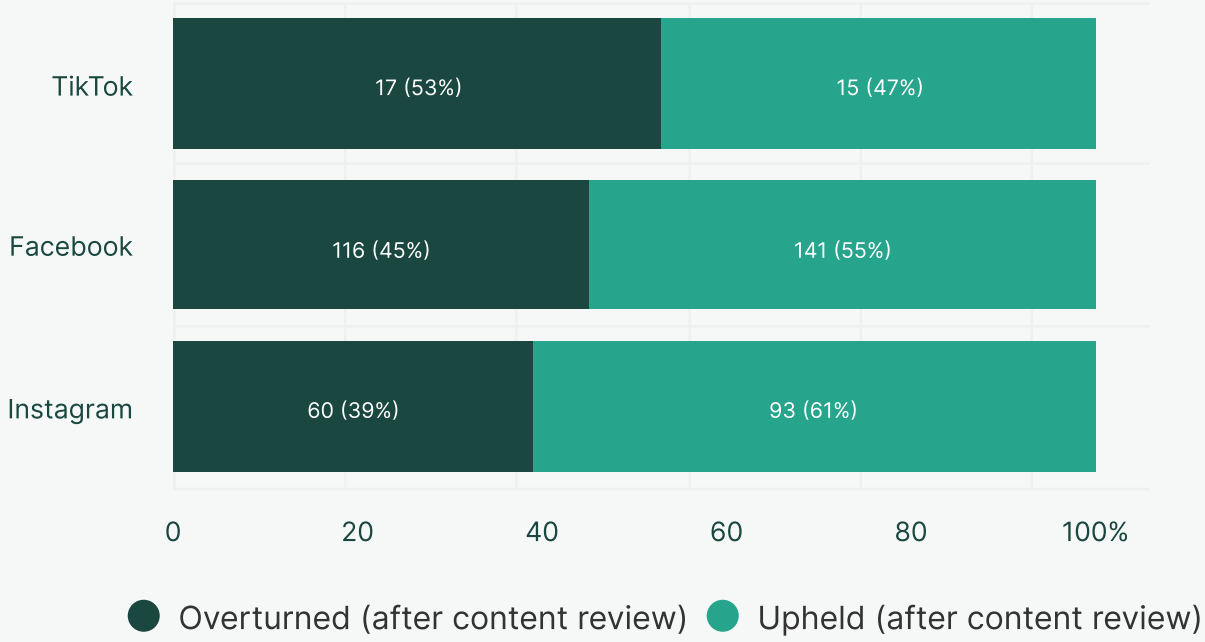
During this period, we made more than 2,200 decisions about content which had been removed or restricted. In three-quarters of these, the platform did not provide us with the content, leading to us making a procedural decision in favour of the user. In a further 78 cases, we made a procedural decision in favour of the platform after we determined, following the platform's response, that the user was not entitled to remedy under Article 21 of the DSA. In the nearly 450 remaining cases where the platform shared the content with us, we overturned the platform in 44% of cases.

Decisions Where the Platform Removed or Restricted a User's Content (By Policy Area)



Of the policy areas where we made at least 30 decisions after reviewing the content, we were most likely to overturn a platform's decision to remove or restrict content under its fraud and scams policy (which we did 60% of the time), followed by regulated goods and services (51%). We were most likely to uphold a platform's decision in cases where they removed or restricted content for breaking their rules on hate speech (65%) and adult nudity (57%).

Decisions Where the Platform Removed or Restricted a User's Content (By Platform)



For cases where the platform restricted or removed content and we were able to review the content, we overturned TikTok's decisions just over half the time (in 53% of decisions). For Facebook this figure was 45% and for Instagram it was 39%.

Case Studies:

Case Study: Ketchup Satire Wrongly Removed as Self-Harm Content

A Facebook user in France sent a dispute to the Appeals Centre after an image they posted was removed for supposedly violating Meta's rules on suicide and self-harm. The user claimed that this was a technical error by Meta's automated systems. Meta provided us with the content, which showed a ketchup packet burst on the ground to which the user had added stick-figure arms and a miniature gun. The caption above the post stated "Rip...XD" representing a laughing face. We overturned Meta's decision to remove the content, noting that the company may wish to restrict the content to those aged 18 and over. After we sent our decision to the user and platform, Meta restored the image to Facebook.

Case Study: Upholding TikTok's Removal of Video Featuring Fascist Song

A TikTok user in Italy submitted a dispute after their video was removed as hate speech. TikTok provided us with the content. The video showed a woman putting on make-up as the song "Faccetta Nera" plays in the background. "Faccetta Nera" (meaning "little Black face") is a racist symbol of the fascist Mussolini era which is still used to harm marginalised people, especially Black women. As the video broke TikTok's rules on supporting or spreading hateful ideologies, including symbols and imagery associated with hateful movements, we upheld TikTok's decision to remove it. We sent our decision to the user and the platform.

The Platform Left Up Potentially Harmful Content

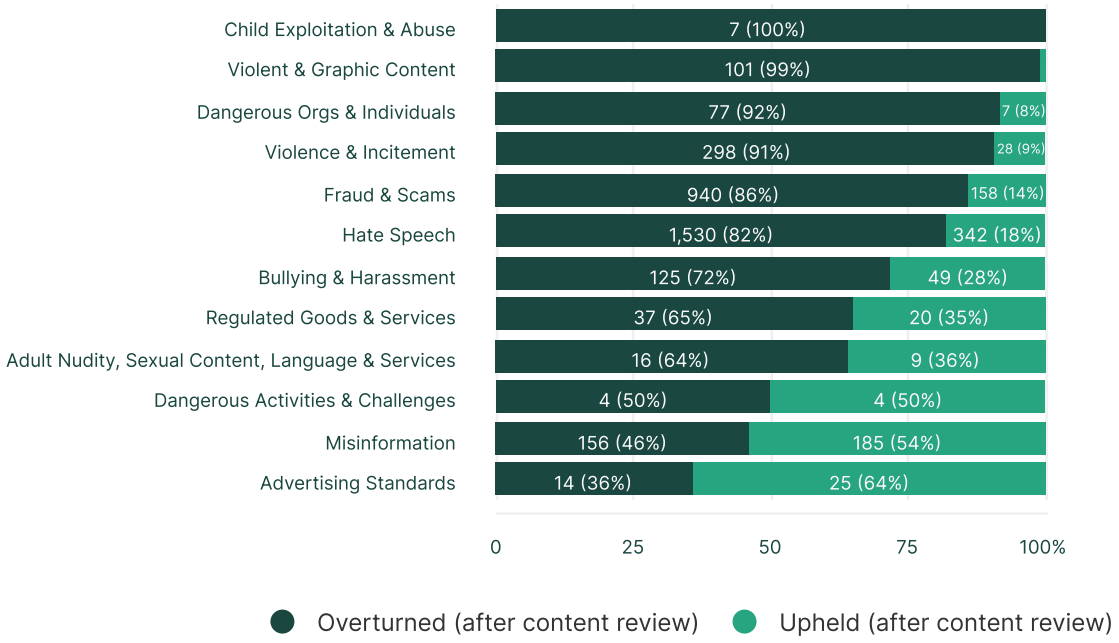
Hate, harassment, and other types of violating content have real-world consequences. The Appeals Centre has received many thousands of disputes about such content, including antisemitic, Islamophobic, misogynistic, racist, xenophobic, anti-Roma, homophobic, and transphobic attacks on people and communities.

From October 2025 to September 2026, we received over 7,000 eligible disputes about potentially violating content left up on social media platforms. The top three policy areas where we received eligible disputes were hate speech, fraud and scams, and violence and incitement.

By the end of September 2026, we had made 5,900+ decisions on these eligible cases.

In around 1,750 of these cases the platform did not provide us with the content, leading to us making a procedural decision in favour of the user. In the remaining 4,100-plus cases, where we reviewed the content in question, we overturned the platform 80% of the time (up 17% since our last Transparency Report). This is the highest overturn rate of any dispute type.

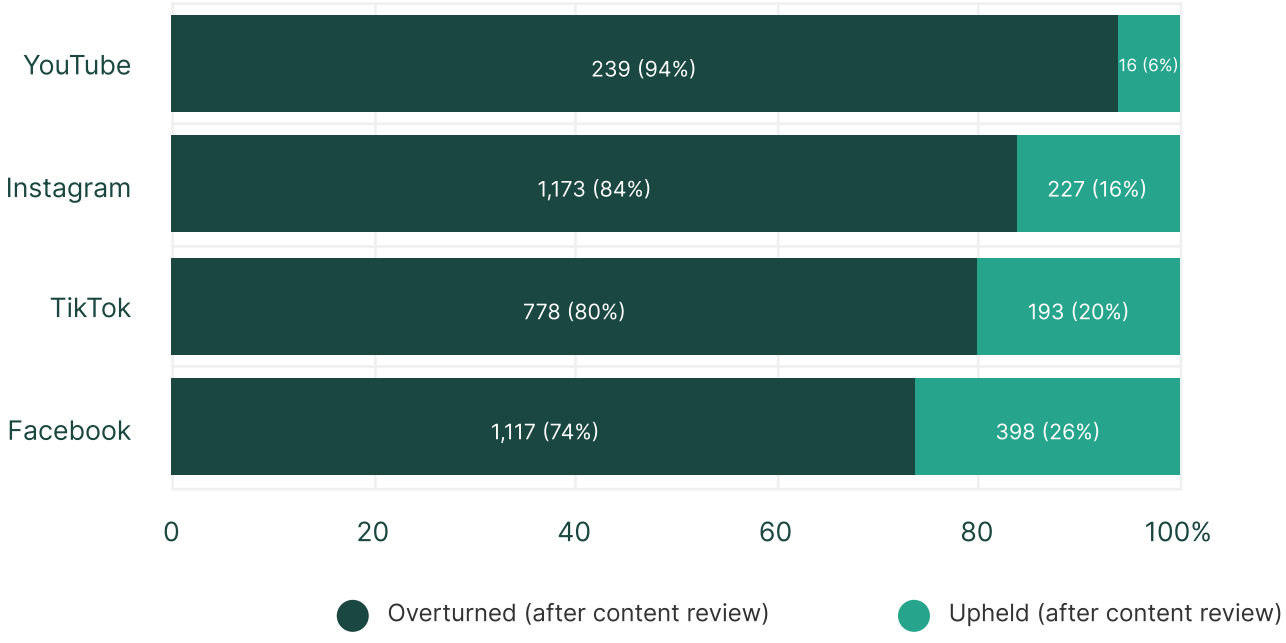
Decisions Where the Platform Left Up Content (By Policy Area)



Of the policy areas where we made at least 30 decisions after reviewing the content, we were most likely to overturn a platform's decision to leave up content reported by users for violating its rules on violent and graphic content (which we did 99% of the time), followed by dangerous organisations and individuals (92%), violence and incitement (91%), fraud and scams (86%), and hate speech (82%). The high overturn rates in these policy areas, many of which have severe real-world impacts, is concerning and raises questions about how effectively platforms are implementing these policies. It is also worrying that, in many of the cases where we overturned platforms' decisions to leave up harmful content (including several featured in case studies in this report), the content is still online,

Of the policy areas where we made at least 30 decisions after reviewing the content, we were most likely to uphold platforms' decisions to leave up content reported by users for violating its rules on advertising standards (64%) and misinformation (54%).

Decisions Where the Platform Left Up Content (By Platform)



For all platforms, we overturned their decisions to leave up potentially harmful content at least three-quarters of the time, if not more frequently. Across all policy types, we were most likely to overturn such decisions by YouTube (overturned 94% of cases where we reviewed the content), followed by Instagram (84%), TikTok (80%), and Facebook (74%).

Case Studies:

Case Study: AI-generated Facebook Video Created to Bully its Target

A person in Belgium submitted a dispute to the Appeals Centre about an AI-generated video on Facebook which showed their face superimposed on a dancing monkey. They claimed that someone had used their profile picture to create the video. We decided that the video violated Meta's rules on bullying. We then sent our decision to the user who reported the content and to the platform.

Case Study: Upholding Meta's Decision to Leave Up Post About Swedish Politicians

A user in Sweden submitted a dispute about a post which had been left up on Facebook. The post reshared a video of interviews with Swedish Social Democrat politicians, including former Prime Minister Magdalena Andersson, with text overlay claiming that while the Social Democrats say that people must move for the sake of integration, they do not say who should move. A caption above the reshared post called the Social Democrats disgusting hypocrites and traitors. We reviewed the content and decided that the insults in the caption did not constitute bullying under Meta's rules, as the targets were public figures. We upheld Meta's decision to leave the post up and sent our decision to the platform and to the user who reported the content.

Scams 2.0 - Fraud and Scams on Social Media

As people spend more time online, scammers are following suit. Scammers often prey upon people's trust, impersonating figures of authority to deceive users. And with Artificial Intelligence allowing the creation of deepfakes at the touch of a button, it's increasingly difficult to tell fact from fiction.

Social media offers scammers the perfect opportunity to spread their message quickly, to large numbers of people. A study by the Austrian E-Commerce Trust Mark, cited in European consumer body BEUC's Sponsored by Scammers report, found that more than half (54.7%) of respondents reported seeing fraudulent or suspicious ads on platforms such as Facebook, Instagram and TikTok.[7]

What Kinds of Scams Have We Seen So Far?

In September 2025, we started accepting disputes from users about fraud and scams on social media. Since then, this has quickly grown to become one of our biggest areas for disputes. In the six months from April to September 2026, we received more eligible cases about fraud and scams than any other policy area. In the 12 months to September 2026, fraud and scams was also the area where we received the second-highest number of eligible disputes, after hate speech.

> **"From April to September 2026, we received more eligible cases about fraud and scams than any other policy area".**

We've received cases about misleading cryptocurrency schemes, loan and investment offers, 'get-rich-quick' schemes, and romance scams. Often, social media scams are a hook to catch potential victims who are then reeled in elsewhere. This could mean having them transfer money, copy malicious code, or to move the conversation to direct messaging where they might be more easily influenced. Below we have included case studies from across the EU about decisions we made related to fraud and scams.

[7] Austrian E-Commerce Trust Mark, 'Von betrügerischer Online-Werbung umgeben: Zumindest jede zweite Person in Österreich betroffen', www.guetezeichen.at/blog-detail/betruegerische-online-werbung-jeder-zweite-betroffen / (accessed 19 October 2026).

Case Study: Deepfake Moldovan Expert Promises 2000% Returns

International Media Support (IMS) submitted a dispute about a Facebook video which they said violated Meta's policies on fraud and scams. The video featured an AI-generated deepfake of Veaceslav Ioniță, an economic expert from Moldova, promoting a 'get-rich-quick' scheme which guarantees Moldovans a 2,000% return on their investment. The video encourages people to go to a website to get their free consultation. We decided that the content violated Meta's rules on fraud and scams and overturned the decision to leave it up. We sent our decision to IMS and Meta.

Case Study: French Scam Ad on Facebook

Non-profit organisation Vigilia Tech submitted a dispute to the Appeals Centre about a Facebook ad promoting a fraudulent financial scheme. The ad showed an AI-generated video with the caption "Banks said no? Even if you're unemployed, we say yes". In reviewing the content, we noted that no legitimate financial institution would ever guarantee approving a loan to people who do not have a steady income. Legitimate financial entities operating in France are also legally required to display specific information, which did not appear on this ad. We decided that the post broke Meta's rules prohibiting "loan offers that guarantee approval without any mention of standard approval criteria".

When we initially contacted Meta about fraudulent ads reported by Vigilia, including this one, they removed the account (including all the reported ads) from Facebook.

Case Study: YouTube Cryptocurrency Scam with Suspicious Chat GPT Code

A person in Portugal submitted a dispute about a potential cryptocurrency scam on YouTube. The video claimed that investing 10 Ethereum (a cryptocurrency) could generate 1.3 to 2.6 Ethereum daily. It tells people to copy the source code from ChatGPT using the link in the video description. This will likely allow the scammer to steal the user's cryptocurrency. We decided that the video violated YouTube's scams policy, sending our decision to YouTube and the person who reported the video.

Case Study: AI-generated Romance Scammers on TikTok

Non-profit organisation Vigilia Tech submitted a dispute about an AI-generated deepfake on TikTok. The video showed a woman speaking in Romanian saying that she did not want a fling, but a serious and committed relationship. When we reviewed the account that posted the video, we saw that this video was part of a wider programme using AI-generated characters to groom victims into relationships. The fact that the account had an International Bank Account Number (IBAN) in its bio was a strong indication that it aimed to defraud people. We decided that the video violated TikTok's fraud and scams policy which forbids "any attempts to scam, trick or defraud people. This includes helping with financial scams, impersonating a celebrity to sell something or communicate with users, or fraud of any kind".

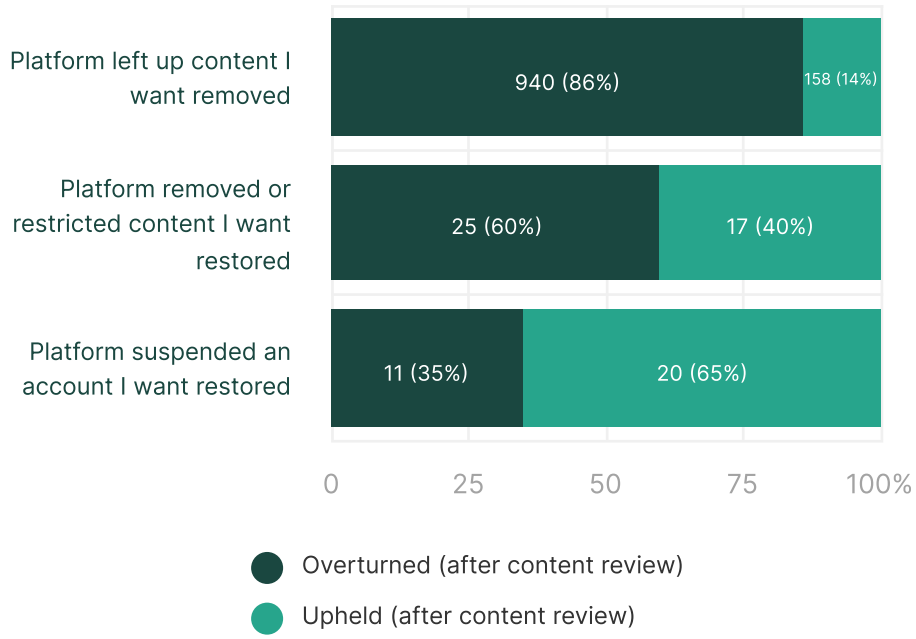
When we initially contacted TikTok about the Romance Scam videos reported by Vigilia, including the one above, they removed the account, and with it all the videos, from the platform.

Case Study: Upholding Meta's Decision to Remove Post Guaranteeing Visa

A person in the Netherlands submitted a dispute after their post was removed from Facebook. The post, which shared a case study about a client who successfully secured a visa to an EU country, guarantees that the company can secure visa approval. We upheld Meta's decision to remove the post under its fraud and deception policy, which forbids content guaranteeing the approval of a visa or green card. We sent our decision to the user and the platform.

What Do Our Decisions Tell Us So Far?

Decisions About Fraud and Scam Cases Where We Reviewed the Content



Overall, we overturned 83% of the 1,175 platform decisions we reviewed related to fraud and scams. We were most likely to overturn platforms' decision in cases where potential scams were left up on social media (overturning platforms in 86% of cases), followed by platforms' decisions to remove or restrict content under their fraud and scams policy (60%). In cases where platforms suspended accounts for violating their rules on fraud and scams, we were least likely to overturn the platform, doing so in just a third (35%) of cases.

What Next?

While we have only been accepting disputes about fraud and scams for one year, we've already built up more than 1,000 decisions where we reviewed the content in question. The Global Anti-Scam Alliance (GASA), who wrote about our last Transparency Report, and the Merchant Risk Council (MRC), have also helped raise awareness about the relevance of out-of-court dispute settlement to the financial sector. We've also worked with consumer bodies across the EU to make sure consumers know that they can send us scam cases and get a human review.

In the future, we hope to continue to expand our dataset of fraud and scams decisions which will allow researchers, organisations, and platforms themselves to identify trends and problem areas. If you are interested in working with the Appeals Centre in this area, please email us at: communications@appealscentre.eu.

Submissions From User Groups

From October 2025 to September 2026, we continued to receive thousands of eligible disputes from user groups across the EU. These ranged from press freedom bodies and anti-hate speech organisations, to businesses and sports associations.

These entities are using their rights under the DSA to represent a collective interest and ensure that platforms apply their rules correctly.

Civil Society Organisations

During the period covered by this report, we have received disputes from a range of organisations tackling hate speech.

Second Systemic Risks Report Sets Out Connection with Out-of-court Dispute Settlement

In July, the European Board of Digital Services published its second report on systemic risks on Very Large Online Platforms (VLOPs) and search engines under the DSA.

As part of the consultation ahead of the report's publication, we made a submission which included case studies about Slovak civic association digiQ, Polish civil society organisation 'NEVER AGAIN' Association, and Belgium-based international development and literacy organisation MDI Global. The report mentioned the Appeals Centre, quoted directly from our submission, and included a section dedicated to out-of-court dispute settlement bodies. Crucially, it named such bodies as third-party stakeholders whose decision data can identify the most prominent and recurrent systemic risks. This was a major step forward and we hope the Board and European Commission can build on this in 2027.

Awareness Raising with INACH

Over the last 12 months, we have continued to raise awareness about out-of-court dispute settlement with INACH, a leading network combating cyber hate, and its members. INACH's DSA Implementation Report named dispute settlement bodies as an example of progress under the DSA, noting that "[The Appeals Centre's] decisions have begun to identify recurring patterns in platform moderation, including inconsistent enforcement of hate speech policies [...]." The Appeals Centre also presented at INACH's Annual Summit in Vilnius in September 2026 about the value of the out-of-court dispute settlement, speaking alongside representatives of INACH members digiQ and 'NEVER AGAIN' Association.

High Overturn Rates in Challenging Platform Decisions

Below, we outline three case studies where civil society organisations have challenged social media platforms' decisions to leave up harmful, violating content. While the sample sizes in these case studies are relatively small, it is concerning that we disagreed with social media platforms in the vast majority of our decisions.

Case Study: Homophobic Comments in Hungarian

Háttér Society, an organisation representing LGBTQI people in Hungary, sent a dispute to the Appeals Centre about a threatening comment posted under a Facebook video about Budapest Pride. The comment, written in Hungarian, said "Fucking throw them into the water". As Meta does not allow threats of violence that could lead to death or serious injury, we overturned their decision to leave this comment up. We sent our decision to Háttér Society and Meta.

Of the 34 cases submitted by Háttér Society where we reviewed content on Facebook, we overturned the platform in 32 cases (94% of the time). Of the 100 cases they submitted where we reviewed content on YouTube, we overturned the platform in 99 cases (99% of the time). We also overturned the platform in all five cases about content on Instagram and in one case about TikTok.

Case Study: Posts About Golden Dawn Left Up on YouTube

Human rights organisation Greek Helsinki Monitor submitted a dispute about a video posted on the YouTube page of Golden Dawn. The caption under the video reads "There is only one national solution... Golden Dawn!" Members of the Golden Dawn leadership were determined to be leading a criminal organisation by Greek Courts in 2020. Considering this information together with the disputed content, we decided that the video violated YouTube's violent extremist or criminal organisations policy. We sent our decision to Greek Helsinki Monitor and YouTube, recommending that the video be removed.

This is one example of 39 cases from Greek Helsinki Monitor about Golden Dawn content on YouTube where we were able to review the content. In all 39 cases (100% of the time), we overturned YouTube's decision to leave the content up.

Case Study: Spanish Climate Disinformation on TikTok and YouTube

Spanish non-profit organisation Maldita.es submitted a dispute about climate disinformation on TikTok. The video showed a panel discussion in Spanish about chemtrails, a conspiracy theory which claims that the white lines left behind by high-altitude aircraft are actually toxic chemicals sprayed by governments or elites for sinister purposes. Maldita.es noted that the video uncritically reproduced harmful claims, without sufficient rebuttal, such as Spanish singer and actor Miguel Bosé's statement that the Valencia DANA flash floods were caused by uncontrolled climate engineering practices. We decided that the video violated TikTok's rules on viral misinformation that posed an elevated risks of undermining the integrity of the information ecosystem. We recommended that the content be restricted, but not removed, from the platform. We sent our decision to Maldita and TikTok.

Of the 30 decisions we made on Maldita.es climate disinformation cases after reviewing TikTok content, we overturned the platform in 27 cases (90% of the time). Of the 40 decisions we made on Maldita.es climate disinformation cases after reviewing YouTube content, we overturned the platform in all cases (100% of the time). In the majority of our decisions, we recommended restricting the content rather than removing it.

Sports Bodies

Every day, athletes, officials, and supporters face hate online in clear violation of the various platform hate speech and bullying and harassment guidelines. During the period covered by this Transparency Report, we received hundreds of disputes from organisations about abusive content related to sports.



Case Study: Tennis Players Receive Threats and Abuse on Instagram

Sports technology company Sportradar, working with the Association of Tennis Professionals (ATP), submitted 50 disputes about abusive Instagram comments targeting male tennis players competing in the ATP Tour. When we came to review the content, 38 comments had already been removed from Instagram. All of the remaining 12 comments we reviewed violated Meta's rules on bullying and harassment. One comment on a tennis video criticised a tennis player for having his serve broken and said he should retire from the sport and die. In two other cases, one comment said, "I hope your family die" while another said "You should be killed". We sent our decisions recommending that Meta remove the violating content to Sportradar and Meta.

Small Businesses and Entrepreneurs

Social media allows small businesses to reach new customers all around the world. However, if their account is removed it can threaten their livelihood. Since August, we have been accepting disputes about Google Maps, allowing people and businesses in the EU to challenge fake reviews which put off customers. From August to September 2026, we saw the number of Google Maps disputes more than double, and we are raising awareness with small business associations across the EU to get the word out.



Case Study: Google Maps Review About Dutch Ice Cream Parlour

We received a dispute requesting the removal of a one-star Google Maps review about an ice cream parlour in the Netherlands. The review says that the ice cream parlour is not an inviting place and then praises another ice cream parlour nearby. As the content about the ice cream parlour being reviewed was vague and half of the review focused on praising another business, we decided that it violated Google's rules on advertising and solicitation. We sent our decision to the user and the platform.

Platform Co-operation

We regularly engage with the social media platforms we cover. Here, we take each in turn: Google (Google Maps, YouTube), Meta (Facebook, Instagram, Threads), Pinterest, and TikTok. Below, we assess how each platform is telling their users about dispute settlement bodies,[8] sharing content with us, and implementing our decisions.

Google (Google Maps, YouTube)





- **Telling users about dispute settlement bodies:** EU users receive a message about dispute settlement bodies (with a link to the European Commission's website on dispute settlement bodies) when they report a Google Maps review. YouTube has a webpage about DSA "Resolution Options" which includes a link to the European Commission website. However, we are not aware of any references to dispute settlement bodies in YouTube's internal appeals process.

- **Sharing content:** Despite requesting more than 850 pieces of content from Google between October 2025 and September 2026, we only received two pieces of content required for us to review a dispute raised in relation to their platforms if the content is no longer publicly available. Google also contends that comments are outside the scope of the DSA**.** Among the platforms we cover, Google shares the least content and takes a particularly restrictive view of the DSA's scope. By doing this, they risk denying users their right to independent review under the DSA.

- **Implementing decisions:** In the vast majority of our decisions, we have not had any response about whether or not Google has implemented our decisions.

[8] While we have made efforts to ensure that this information about how platforms tell their users about dispute settlement bodies is correct as of October 2026, any third party seeking to rely upon this information should verify it directly with the platform in question.

Meta (Facebook, Instagram, Threads)



- **Telling users about dispute settlement bodies:** Both Facebook and Instagram have dedicated webpages about dispute settlement bodies. EU users are also told about this option when their content is removed or their account is suspended for a reason that can be appealed to an out-of-court dispute settlement body. However, users are not told about dispute settlement bodies when they report potentially harmful content for the first time.

- **Sharing content:** Meta has told us that they will treat behaviour-based content moderations as inside the scope of Article 21 of the DSA in cases where the underlying behaviour is sufficiently connected to the information provided by the recipient. Alongside operational improvements, this seems to have led to some progress in the amount of content shared for Facebook and Instagram account suspensions. However, we are still not receiving the content in the majority of these types of disputes.

- **Implementing decisions:** While Meta has implemented a small number of our decisions during the period covered by this report, in most cases they told us that they would not implement our decisions, or they did not respond to us on whether or not they had implemented our decisions.

Pinterest



- **Telling users about dispute settlement bodies:** We only received 17 eligible Pinterest disputes during the period covered by this report. While Pinterest has fewer users than other platforms we cover, we have suggested to them how they could more clearly tell their users about dispute settlement bodies. However, so far, we are not aware that they have made such improvements.

- **Sharing content:** In the small number of cases where we request content from Pinterest, they provide it most of the time.

- **Implementing decisions:** We have not received responses from Pinterest on whether they have implemented our decisions.

TikTok

- **Telling users about dispute settlement bodies:** During the period covered by this report, we are not aware of any improvements to how TikTok tells its users about dispute settlement bodies. While TikTok tells users about dispute settlement during its internal appeals process, this mention does not link directly to the European Commission website on dispute settlement bodies. Instead, it links to TikTok's "Appeals and other redress possibilities" webpage, which contains a brief mention of dispute settlement bodies and a link to the European Commission website at the very bottom of the page.

- **Sharing content:** While there is still room for improvement (particularly on account suspensions), TikTok generally shares content when we request it.

- **Implementing decisions:** In a small number of cases, TikTok has told us that they implemented our decisions. However, in the vast majority cases, TikTok did not respond to us on whether or not they had implemented our decisions.

What's Next?

In the last year, we have seen a big increase in disputes, with around 43,000 cases submitted by people and organisations in the EU. We've expanded to new platforms, like Google Maps, and new policy areas, including content restrictions, content-based spam, and child sexualisation.

To improve people's experience, we have also:

- Reduced our average turnaround time for cases to around one-and-a-half months (47 days) compared to more than two months (65 days) in our last Transparency Report.
- Introduced 'Platform Re-review' to allow platforms to reverse their original decision when we first contact them.
- Made changes to our submission portal to request additional information from users to help platforms locate the content.
- Produced a User Support Guide in seven languages.
- Created platform-specific pages with tailored instructions.
- Updated our FAQs with the questions we receive most from users.
- Added a post-decision survey for users to help us improve.

However, despite some progress, most of the thousands of people challenging social media account suspensions are still not getting the independent review they are entitled to. This is not a problem we can solve alone. Platforms need to step up and provide the content for each and every admissible case under the DSA.

During the rest of 2026, and into 2027, we will be making several changes to improve our services, including:

- Giving people and organisations the option to **upload a screenshot** when they submit a dispute. We hope that providing platforms with proof that people's account was removed, or that they reported harmful content, will help them share content in more cases.
- Providing people with more **decision rationale**, including the relevant sub-policy (e.g. we decided that your content violated Meta's rules on dehumanising slurs under its hateful conduct policy). We hope that giving people more information will help them better understand our decisions.
- Allowing people and organisations to **submit disputes about accounts which violate a platform's rules.** This should make it easier for people to report a single account to the platform and then send us a dispute, rather than reporting and submitting disputes about multiple posts from that account.

During 2026 and into 2027 a **best practices recommendations** process will be taking place.

As part of the Network of Out-of-court Dispute Settlement bodies (ODS Network), which brings together all certified ODS bodies in the EU, we will be pushing – on behalf of our current and future users – for some key improvements:

- **Making sure platforms tell their users about dispute settlement bodies.** Despite clear obligations to tell their users about dispute settlement bodes in a clear, accessible and user-friendly way, platforms have not made progress in this area. We will continue to push platforms to include references to dispute settlement bodies in their internal appeals processes, statements of reasons, and on a dedicated webpage.
- **Increasing the number of cases where we receive content to review.** The number of procedural decisions in favour of users, where the platform does not provide us with the content to review, is too high. This is particularly true for account suspension disputes.
- **Getting information on whether platforms have implemented our decisions.** While the decisions of dispute settlement bodies are non-binding, platforms are required to engage in good faith. As part of this, we are asking platforms to help us support users by telling us whether they have implemented our decisions. We can then pass this information on to users.

We also want to see the **EU's national regulators** getting the word out about dispute settlement bodies. In particular, we'd like to see all Digital Services Co-ordinators (DSCs) follow the lead of ACM (Netherlands), AKOS (Slovenia), ANACOM (Portugal), ANCOM (Romania), ARCOM (France), Autorité de la Concurrence (Luxembourg), BIPT (Belgium), Bundesnetzagentur (Germany), Český telekomunikační úřad (Czechia), Coimisiún na Meán (Ireland), CRC (Bulgaria), HAKOM (Croatia), Patērētāju tiesību aizsardzības centrs (Latvia) and Rada pre mediálne služby (Slovakia). These all have a dedicated webpage about dispute settlement bodies, which explains this new right and includes a link to the European Commission webpage listing all certified bodies. [9]

[9] Several other DSCs either have a dedicated webpage with a clear description of dispute settlement bodies or have a link to the European Commission webpage, but not both. While we have made efforts to ensure that this paragraph reflects the situation as of October 2026, any third party seeking to rely upon this information should verify it directly with the DSC in question.

I enjoyed this report! What can I do next?

Whether you're a membership body, a civil society organisation, a business 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 communications@appealscentre.eu to discuss how we can work together.

Create an account at www.appealscentre.eu and submit a dispute!