

Reporting abuse on Twitter

It's easier than it used to be to report abuse and harassment on Twitter. The company's CEO recently said he was 'frankly ashamed' of previous responses to trolling and harassment and the site has since made some changes. What do parents need to know?

What's changed?

The site has been making rolling updates to its reporting process since last December. These include having fewer steps to report (you used to have to fill out a nine-point questionnaire!) and allowing people not directly involved in abuse to report on behalf of others. Twitter has also introduced a page where you can view and edit accounts you've blocked. In addition, it claims it has beefed up its teams looking at and responding to reports.

From March 2015, 'revenge porn' – intimate images taken or distributed without consent – has also been banned. (This will be against UK law soon anyway). Images will be removed and the accounts of users who violate the new rule may be blocked. Revenge porn must be reported by the subject of an image or their legal representative.

How do you report?

To report a tweet, click the 'More' icon and choose 'Report'. Select the reason for reporting (eg. 'it's abusive or harmful' or 'it's spam'). You'll be asked to provide more information and your report will be sent to Twitter.

To report a user, click the gear icon on their profile and choose 'Report'. Select the reason for reporting (eg. 'they're being abusive or harmful'). Once again you'll be asked to provide more information before your report is sent.

To block a user you should click the gear icon on their profile, or the 'More' icon on one of their tweets, and select 'Block'. Under the new arrangements, when you block a user they can no longer see your profile page.

For more information on staying safe and reporting, you can look at Twitter's [Support](#) page.

If you or your child is worried about sexual exploitation or child abuse images anywhere online, you can contact [CEOP](#) or the [Internet Watch Foundation](#).