



Reporting a Safety Concern

One of the most important things Snapchatters can do to help keep the service free of bad actors and potentially harmful content is to **reach out** to us when you encounter something that makes you uncomfortable. All you need to do is **press and hold** on the piece of content or the chat message and a menu will appear. Then, tap **“Report”** to see a menu of options. You will then be prompted to provide certain information and can provide additional information in follow-up communications. If you report a piece of media in-app, a copy of it will automatically be included with your report.

Our safety teams work 24/7 to review reports made on Snapchat or through our Support Site, and, once reviewed, our safety teams will take action on content and accounts that violate our Community Guidelines or Terms of Service. It's important to remember that reporting is confidential and the account-holder you reported won't be told who reported them. If you encounter anything that appears to be illegal or dangerous, or if you have reason to believe someone is at risk of harm or self-harm, **contact local law enforcement** immediately and then report it to Snapchat, as well.

You can read through our Community Guidelines and our Terms of Service to familiarize yourself with what content is permitted on Snapchat. A good rule of thumb: if what you're saying could create an unsafe or negative experience for someone, it's better left unsaid.

Also, if you see something you don't like on Snapchat, but it may not violate the Community Guidelines, you can choose to **unsubscribe, hide the content, or unfriend or block the sender.**

Your Common Reporting Questions Answered

Is reporting on Snapchat confidential?

Yes. We do not tell other Snapchatters (including the reported account holder) when you make a report.

Who reviews my submitted report?

When you report a concern on Snapchat, you receive a confirmation that your report has been submitted. Behind the scenes, our safety teams work 24/7. If the teams' review confirms a violation of our Community Guidelines or Terms of Service, the content will be removed and we may even lock or delete the account, and report the offender to authorities.

How will Snap communicate with me about my report?

Once you submit a report, we'll contact you at the verified email address on your Snapchat account or at the email address you provided if you submitted your report via our Support Site. Snapchatters can also check the status of their in-app reports via My Reports.

If I block or remove someone, will they know?

When you block or remove someone from your Friend List, they are not formally notified, but they may be able to infer this when their messages are no longer reaching you.

Does Snapchat alert me if someone reports me?

If we take action on your content or your account that was reported, you may be alerted in our app or via email.

I reported something on Snapchat but it wasn't taken down. Why is this?

Not all reported content is removed. We remove content that violates our Community Guidelines or Terms of Service. If you see content that you don't like, but is permitted according to our Community Guidelines or Terms of Service, you can avoid seeing it by adjusting your privacy settings, hiding the content or blocking and removing the sender.