

Facebook Incident Guidelines

1. If you know the identity of the perpetrator, it often works to contact their parents or, in the case of older children, the young person themselves, and ask that the offending content be removed.
2. Failing that, having kept a copy of the page or message in question, delete the content:
 - For messages, the delete and report/block user facilities are found in the 'Actions' dropdown on the page on which the message appears.
 - For whole pages, the 'unfriend' and report/block user facilities are at the bottom of the left hand column. Always try to cite which of the Terms and Conditions <http://www.facebook.com/terms.php> or Community Standards <http://www.facebook.com/communitystandards/> have been violated because Facebook are more alert to US law than UK. The process should be anonymous.
 - If the page is by someone under 13, click on http://facebook.com/help/contract.php?show_form=underage Facebook say they will delete any such page.
 - To remove a post from a profile, hover over it and on the right there will be a cross to delete it.
3. If all else fails, support the victim, if they wish, to click the 'Click CEOP' button <http://www.thinkuknow.co.uk/>
4. Does the incident trigger the need to inform the police or child protection agencies?
5. If the victim is determined to continue using Facebook, they might want to delete their account and start again under a different name. Deletion can be done here https://ssl.facebook.com/help/contact.php?show_form=delete_account They should be made aware of the privacy issues that might have given rise to their problem in the first place.

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