

Oversight Board
Q4 2022
transparency report

Transparency Report for fourth quarter of 2022

This transparency report for the fourth quarter of 2022 (October 1 – December 31, 2022) sets out key statistics on cases selected by the Board, as well as the decisions and recommendations we made in this quarter.

In this quarter, the Board published five case decisions, “Tigray Communication Affairs Bureau,” “Russian poem,” “UK drill music,” “Video after Nigeria church attack,” and “India sexual harassment video.” It also published a policy advisory opinion, “Meta's cross-check program.” In total, users submitted 193,137 cases to the Oversight Board in Q4 2022.

In addition to providing decisions on appealed content, the Oversight Board makes policy recommendations to Meta.

In Q4 2022, the Board made 48 policy recommendations to Meta. By the end of the Quarter, the Board had issued **176 recommendations in total**, since October 2020, and Meta has reported its progress against implementing 140 of these. Meta has implemented 24 (17%) of the Board’s recommendations fully, as demonstrated through published information. Eleven, (8%) have been partially implemented, and Meta has reported progress towards implementing 53 (38%). The company has reported implementation against 28 (20%) recommendations, or said it already does what the Board recommends, but has not published information to demonstrate this.

These figures are similar to those reported by the Board in Q3 2022 because both are taken from Meta’s Q3 Quarterly Update on the Oversight Board. Meta’s had not published its Q4 Update on the Board when this report went to press.

For the convenience of readers, a glossary of terms used in this report may be found at page 18.

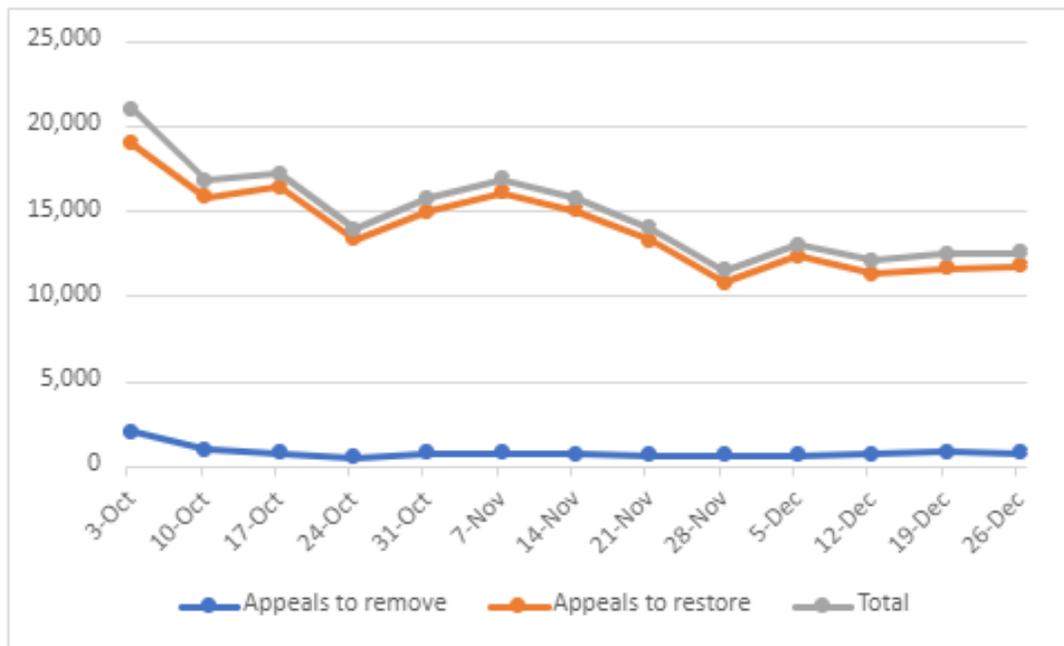
Q4 2022 Submitted User Cases

Where users have exhausted Meta’s appeals process, they can challenge the company’s decision by appealing eligible content to the Oversight Board.

In Q4 2022, **193,137 cases** were submitted by users, a reduction of 29% on Q3 2022. In total, users submitted almost two and a half million cases to the Board from October 2020 to December 2022.

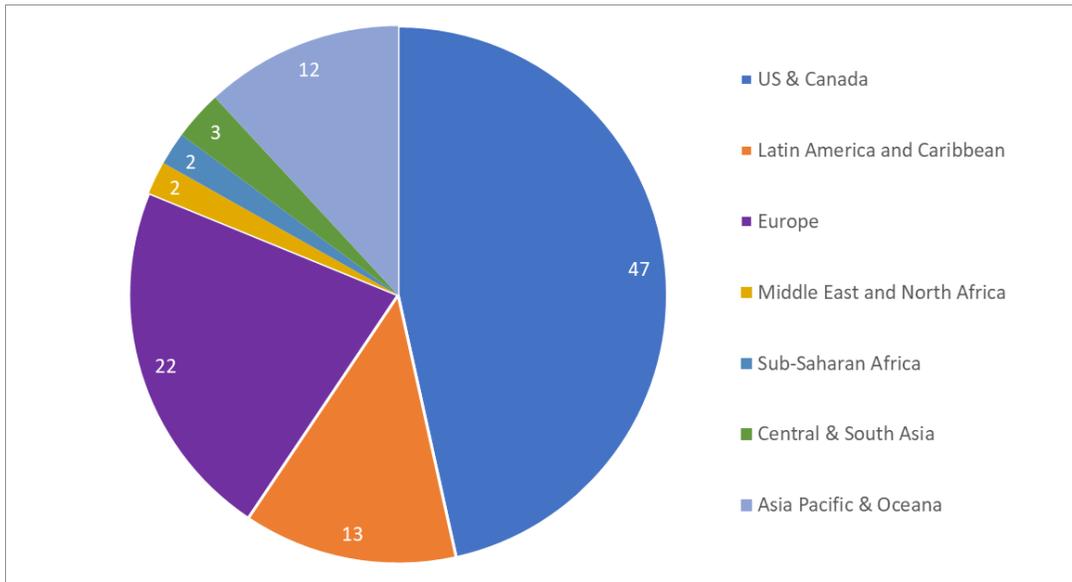
Estimated number of cases submitted to Oversight Board by week

Number of cases



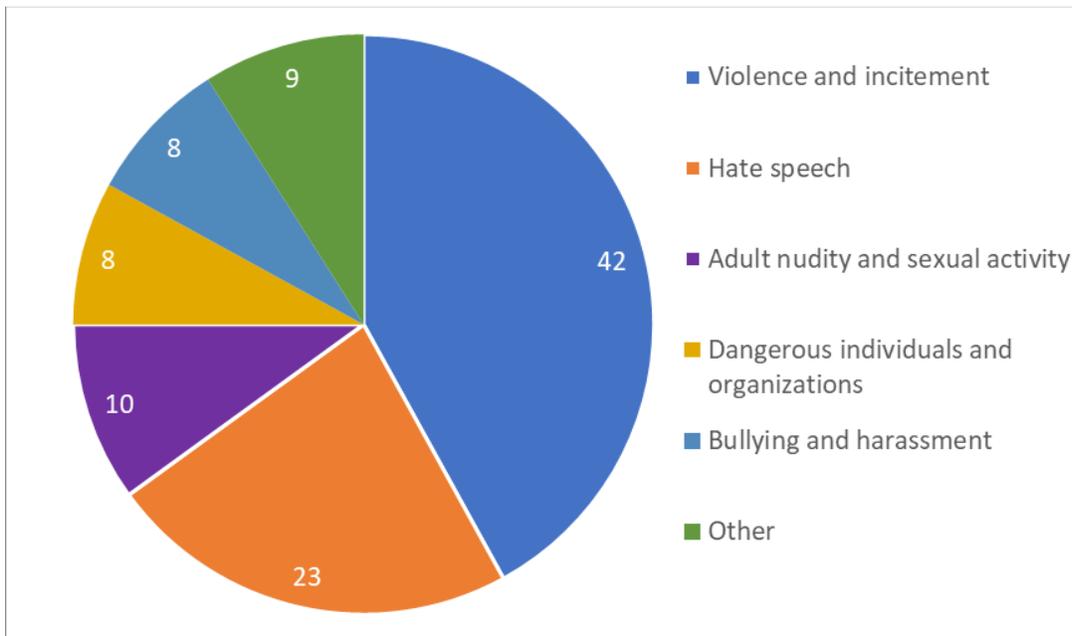
The Board received the highest number of appeals in Q4 2022 in the week commencing October 3, with users submitting around 21,000 cases over seven days. From Friday September 30 – Sunday October 2, a bug in the appeals system led to a delay in the delivery of cases to the Board, resulting in a significant decline in appeals for that week, and a spike in the following week. As in previous quarters, the vast majority (94%) of cases submitted to the Board were appeals to restore content, while 6% of cases were appeals to remove other users’ content.

Estimated cases submitted by user-selected region (Percent)



Around half (47%) of submitted cases this Quarter came from the United States and Canada, followed by 22% from Europe, 13% from Latin America and the Caribbean, and 12% from Asia Pacific and Oceania.

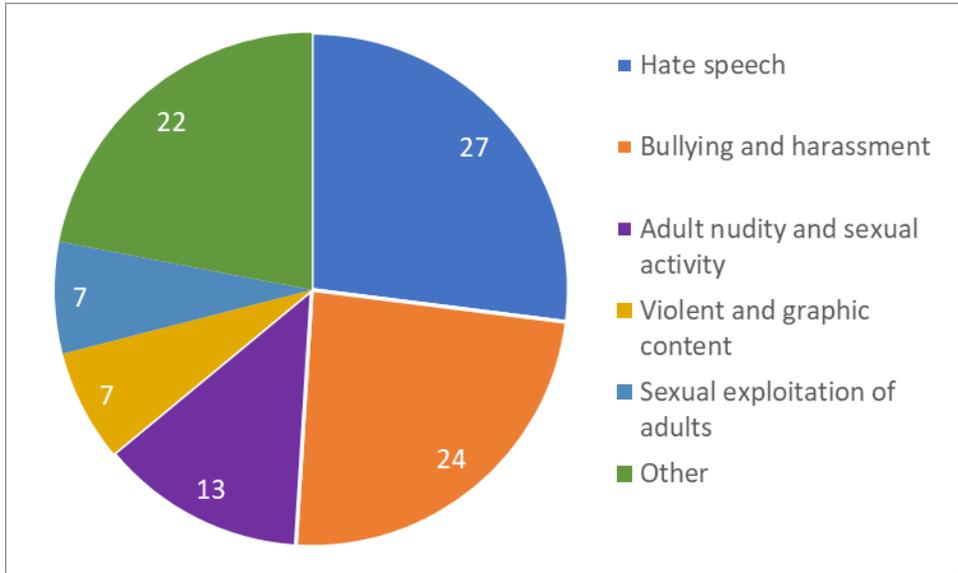
Estimated appeals to *restore* content to Facebook/Instagram by Community Standard (Percent)



Users primarily submitted appeals to restore content which Meta removed for violating its policies on Violence and Incitement (42%), Hate Speech (23%) and Adult Nudity and Sexual Activity (10%).

The proportion of appeals to restore content removed under Meta’s Dangerous Individuals and Organisations policy doubled over 2022, from 4% in Q1 to 8% in Q4.

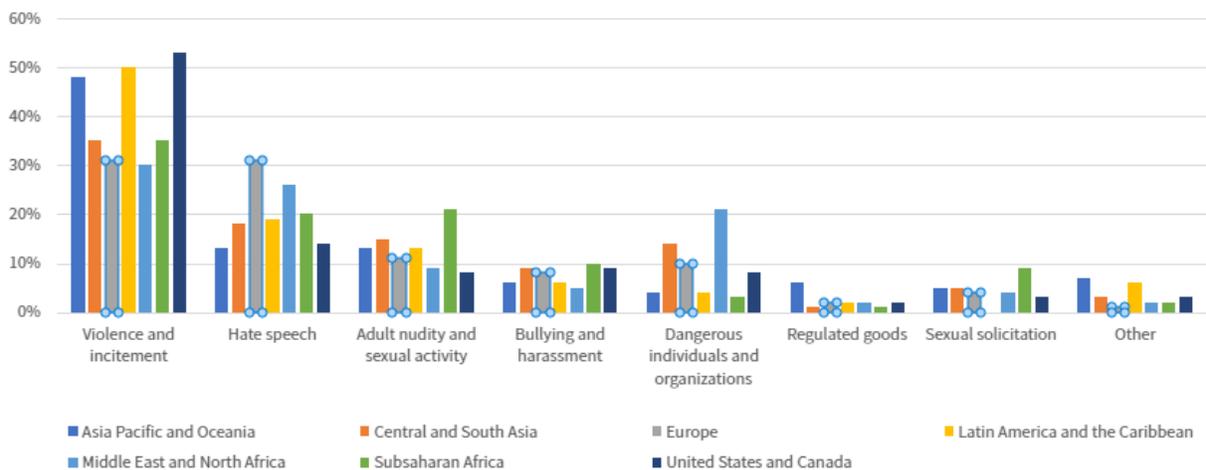
Estimated appeals to *remove* content from Facebook/Instagram by user-selected Community Standard (Percent)



For user appeals to *remove* content from Facebook or Instagram, the Community Standard which has supposedly been violated is determined not by Meta (as with appeals to *restore* content) but by users themselves.

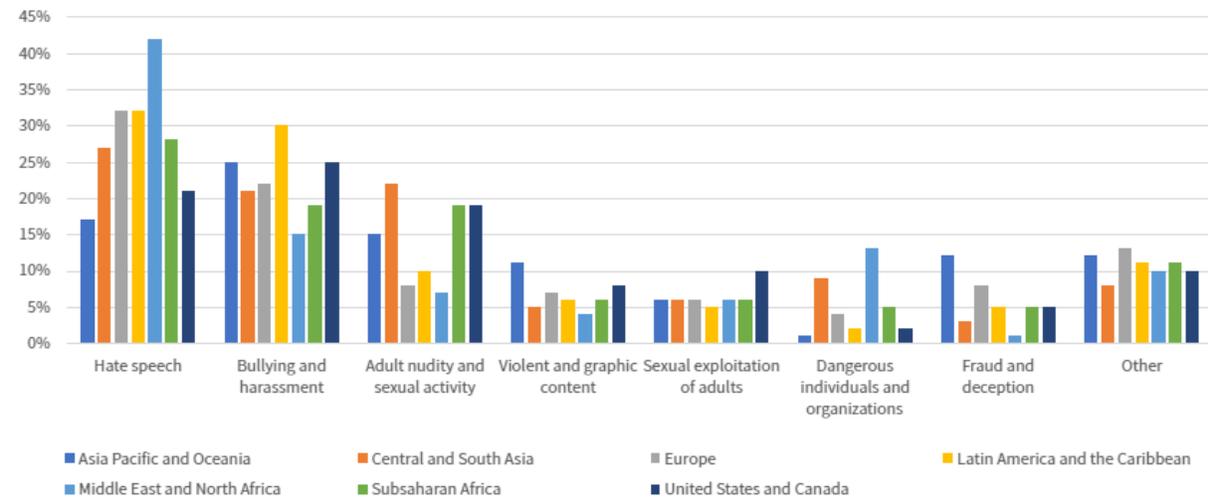
As shown in the chart above, in Q4 2022 users submitted the most appeals to remove posts they thought violated Meta’s Hate Speech Community Standard (27%), followed by Bullying and Harassment (24%), and Adult Nudity and Sexual Activity (13%). In Q1 2022, the number of appeals to remove content for allegedly violating the Adult Nudity and Sexual Activity policy was 7%.

Proportion of all user-submitted appeals to *restore* content by Community Standard in each region



Violence and Incitement was the most frequently cited Community Standard in user appeals to the Board to *restore* content in every region other than Europe. There, the Violence and Incitement and Hate Speech Community Standards were cited equally (both made up 31% of user appeals to restore content). Hate Speech was the second most frequently cited Community Standard in every region other than Europe, where it was joint top, and Sub-Saharan Africa, where Adult Nudity and Sexual Activity was cited more often. In Asia Pacific and Oceania, Hate Speech and Adult Nudity and Sexual Activity were joint second (both making up 13% of appeals to restore content).

Proportion of all user-submitted appeals to *remove* content by Community Standard in each region



Hate Speech and Bullying and Harassment were the first of second most frequently cited Community Standard in user appeals to the Board to *remove* content in every region other than Central and South Asia and Sub-Saharan Africa. In Central and South Asia, Hate Speech was the most frequently cited Community Standard in user appeals to remove content, with Adult Nudity and Sexual Activity second. In Sub-Saharan Africa, Hate Speech was most frequently cited, with Bullying and Harassment and Adult Nudity and Sexual Activity joint second.

Cases submitted by platform

Percent

Facebook	90%
Instagram	10%

The vast majority of cases submitted by users (90%) concerned content shared on Facebook, with only 10% of cases concerning content shared on Instagram.

While cases about content on Facebook still vastly outnumber cases about content on Instagram, 10% represents the largest share of cases about posts on Instagram since the Board first shared this data point in Q2 2021.

Q4 2022 Longlisted Cases, Shortlisted Cases, and Cases Referred by Meta

Cases are longlisted for consideration by the Oversight Board’s Case Selection Committee. The Committee then creates a shortlist and selects cases. The Committee did not meet to consider a longlist in Q4 2022, therefore no cases were longlisted or shortlisted this quarter, and Meta did not refer any cases for the Committee’s consideration. We will have further updates about the Case Selection Committee’s work in the next quarterly transparency report.

Q4 2022 Selected Cases

The Case Selection Committee selects cases for review, which are then announced publicly on the Board’s website. In Q4, the Committee considered the cases it had shortlisted in Q3 and selected one case. The Board was actively reviewing eight cases and policy advisory opinions during Q4 2022 (“Russian poem,” “UK drill music,” “Video after Nigeria church attack,” “India sexual harassment video,” “Iran protest slogan,” “Gender identity and nudity,” “Meta’s cross-check program,” and its policy advisory opinion on Meta’s COVID-19 misinformation policies).

Cases selected

<i>Case ID</i>	<i>Name</i>	<i>Date announced</i>	<i>Platform</i>	<i>Source</i>	<i>Community Standard</i>	<i>Countries</i>
2022-014-FB-MR	Sri Lanka pharmaceuticals	11/17/22	FB	Meta referral	Restricted Goods and Services	Sri Lanka

Q4 2022 Published Case Decisions and Policy Advisory Opinions

After being selected, the Board assigns cases to a panel of Board Members. Members of the panel include at least one member from the region implicated in the content and a mix of gender representation. The panel looks at whether Meta’s decision is consistent with the company’s content policies, values, and international human rights responsibilities. The Board’s decisions are binding, and Meta must implement them within seven days of publication.

In this period, the Oversight Board issued five decisions. It upheld Meta’s original decision in two cases and overturned the company’s original decision in three. In Q4, the Board also published a policy advisory opinion on Meta’s cross-check program. This analysed cross-check in light of Meta’s human rights commitments and stated values, and raised important questions around how Meta treats its most powerful users.

Cases decided and policy advisory opinions published

<i>Case ID</i>	<i>Name</i>	<i>Platform</i>	<i>Source</i>	<i>Language of content</i>	<i>Community Standard</i>	<i>Countries</i>	<i>Outcome</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	FB	Meta referral	Amharic	Violence and Incitement	Ethiopia	Upheld
2022-007-IG-MR	UK drill music	IG	Meta referral	English	Violence and Incitement	United Kingdom	Over-turned
2022-008-FB-UA	Russian poem	FB	User appeal (to restore content)	Russian	Hate Speech, Violence and Incitement, Violent and Graphic Content	Latvia, Russia, Ukraine	Over-turned
2022-011-IG-UA	Video after Nigeria church attack	IG	User appeal (to restore content)	English	Violent and Graphic Content	Nigeria	Over-turned
2022-012-IG-MR	India sexual harassment video	IG	Meta referral	English	Sexual Exploitation of Adults	India	Upheld
PAO-2021-02	Policy advisory opinion on Meta's cross-check program	FB & IG	Meta request	N/A	N/A	N/A	N/A

Human Rights standards referenced in decisions

In making its decisions the Oversight Board considers international human rights standards. The table below shows which human rights standards have been referenced in decisions published this quarter.

Human rights standards referenced

Source	2022-006-FB-MR	2022-007-IG-MR	2022-008-FB-UA	2022-011-IG-UA	2022-012-IG-MR	PAO-2021-02
UN Treaties						
ICCPR						
Freedom of expression (Article 19)	✓	✓	✓	✓	✓	✓
The right to life (Article 6)	✓	✓	✓		✓	
The right not to be subjected to torture or cruel, inhuman, or degrading punishment (Article 7)	✓					
The right to security of person (Article 9)	✓	✓	✓			
Access to effective remedy (Article 2)		✓				
Equality and non-discrimination (Article 2, para. 1 and Article 26)		✓	✓		✓	
Cultural rights (Article 27)		✓				
The right to privacy (Article 17)				✓	✓	
ICESCR						
Right to participation in cultural life (Article 15)		✓				
The right to physical and mental health (Article 12)					✓	
ICERD						
Equality and non-discrimination (Article 2)		✓				
CEDAW						
The right to non-discrimination (Article 1)					✓	
UNCRC						
The best Interests of the child (Article 3)					✓	
Access to appropriate information (Article 17)					✓	
The protection from physical/ mental violence (Article 19)					✓	

UN Treaty Bodies: Guidance & Recommendations

Human Rights Committee						
General Comment 34 on freedom of expression (CCPR/C/GC/34)	✓	✓	✓	✓	✓	✓
UN Special Rapporteur on freedom of opinion and expression report on hate speech: A/HRC/38/35	✓	✓	✓	✓	✓	
UN Special Rapporteur on freedom of opinion and expression report on hate speech: A/73/348	✓					
UN Special Rapporteur on freedom of opinion and expression report on hate speech: A/74/486		✓	✓	✓		
UN Special Rapporteur on freedom of opinion and expression, report on artistic freedom: A/HRC/44/49/Add.2		✓	✓			
Rabat Plan of Action			✓			
UN Special Rapporteur in the field of cultural rights, report on artistic freedom and creativity, A/HRC/23/34		✓				
Committee on the Elimination of Discrimination against Women						
General recommendation No. 35 on gender-based violence against women, updating general recommendation No. 19					✓	
Committee on the Elimination of Racial Discrimination						
General Recommendation No. 35 on combating racist hate speech					✓	
Committee on the Rights of the Child						
The rights of children to be protected from all forms of physical or mental violence; General Comment No. 25					✓	
Other UN Human Rights Standards						
Responsibilities of Businesses						
Guiding Principles on Business and Human Rights (UNGPs)	✓	✓	✓	✓	✓	✓

Business, human rights and conflict-affected regions: towards heightened action, (UNGPs) ✓
[A/75/212](#)

Decision timelines

According to our Bylaws, the Board aims to make its decision on a case a maximum of 90 days from the date it announces a new case on its website.

For the five decisions the Oversight Board published in this quarter, the average time from announcement of the case to publication of the Board’s decision has been 112 days.¹

<i>Case ID</i>	<i>Name</i>	<i>Beginning of 90-day period</i>	<i>Board’s decision published</i>	<i>Number of days taken</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	3/2/22	10/04/22	148
2022-007-IG-MR	UK drill music	06/16/22	11/22/22	119
2022-008-FB-UA	Russian poem	06/16/22	11/16/22	113
2022-011-IG-UA	Video after Nigeria church attack	08/16/22	12/14/22	90
2022-012-IG-MR	India sexual harassment video	08/16/22	12/14/22	90

Questions for Meta

To assist with making its decisions, the Oversight Board sends questions to Meta. Of the 101 questions sent by the Oversight Board to Meta about decisions published in this quarter, Meta answered 90 questions (89%), it partially answered six questions (6%), and did not answer five questions (5%).

In the “Tigray Communication Affairs Bureau” case, the partial responses related to the company's approach to content moderation in armed conflict situations, imposing account restrictions for violations of content policies and the cross-check process. In the “UK drill music” case, Meta declined to provide data on law enforcement requests related to data on "veiled threats" and drill music, or on the proportion of those requests that resulted in removal for Community Standard violations. Meta also declined to provide a copy of the content review requests received from the Metropolitan Police. In the “Video after Nigeria church attack” case, Meta was unable to answer a question on the percentage of user reports that are closed without review in the Sub-Saharan Africa market. In the “India sexual harassment video” case,

¹ Translation delays in the “Tigray Communication Affairs Bureau” case caused publication delays. The “Russian poem” case was delayed by scheduling challenges over the Northern hemisphere summer period. The “UK drill music” case was delayed by the time taken for the Metropolitan Police to respond to the freedom of information request. In addition, the Board asked Meta to refer the original content posted which added to the timeline; Meta denied the request.

the Board asked Meta to share its Human Rights Impact Assessment Report for India, which Meta declined, citing security risks.

Of the 74 questions sent by the Oversight Board to Meta about the cross-check policy advisory opinion published this quarter, Meta answered 58 fully (78%), 11 partially (15%) and did not answer five (7%).

Oversight Board questions answered by Meta

Number of questions

<i>Case ID</i>	<i>Name</i>	<i>Answered</i>	<i>Partially answered</i>	<i>Did not answer</i>	<i>Total</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	14	6	0	20
2022-007-IG-MR	UK drill music	23	0	3	26
2022-008-FB-UA	Russian poem	11	0	0	11
2022-011-IG-UA	Video after Nigeria church attack	28	0	1	29
2022-012-IG-MR	India sexual harassment video	14	0	1	15
PAO-2021-02	Policy advisory opinion on Meta's cross-check program	58	11	5	74
Total		148	17	10	175

Information around wider context of Board's decisions

In the Board's first [quarterly transparency reports](#), published in October 2021 (page 11), we explained that in the wake of disclosures around its cross-check program, Meta agreed to provide information about the wider context which may be relevant to the Board's case decisions. In that report, we committed to provide further analysis in our subsequent transparency reporting on whether Meta is fulfilling this commitment.

This quarter, Meta provided the Board with more information on how it approaches content moderation at scale and shared technical information on its processes in greater detail, allowing the Board to make decisions and recommendations that increase transparency and have greater impact. This information included insights on: Meta's escalation processes; the application of the newsworthiness allowance; the country tiering system; how feature-limits are applied; Meta's relationship with law enforcement; and the detection of veiled threats in crisis situations. While the cross-check policy advisory opinion noted some challenges in obtaining requested information, the company ultimately disclosed significant information about the program and its functioning. In relation to the "India sexual harassment video" case, Meta refused to share the human rights impact assessment for India with the Board, citing security concerns.

Public comments

The Oversight Board conducts a public comment process to assist in its decision making.

For the five decisions and one policy advisory opinion published in Q4 2022, the Board received 131 comments, of which 52 were published. 22 comments were submitted without consent to publish. The

majority of public comments (60%) came from individuals, while a minority came from organizations (40%).

Public comments received by publication status

Number of comments

<i>Case ID</i>	<i>Name</i>	<i>Comments published</i>	<i>Comments not published (no consent)</i>	<i>Comments not published (violated terms)</i>	<i>Total</i>	<i>Comments unattributed</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	6	1	0	7	0
2022-007-IG-MR	UK drill music	5	2	3	10	0
2022-008-FB-UA	Russian poem	3	5	0	8	0
2022-011-IG-UA	Video after Nigeria church attack	4	1	4	9	1
2022-012-IG-MR	India sexual harassment video	7	0	3	10	3
PAO-2021-02	Meta's cross-check program	27	13	47	87	4
Total		52	22	57	131	8

Public comments received by commenter type

Number of comments

<i>Case ID</i>	<i>Name</i>	<i>Individual comments</i>	<i>Organizational comments</i>	<i>Total</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	3	4	7
2022-007-IG-MR	UK drill music	4	6	10
2022-008-FB-UA	Russian poem	5	3	8
2022-011-IG-UA	Video after Nigeria church attack	4	5	9
2022-012-IG-MR	India sexual harassment video	2	8	10
PAO-2021-02	Meta's cross-check program	60	27	87
Total		78	53	131

Public comments received by region

Number of comments

<i>Region</i>	<i>2022-006- FB-MR</i>	<i>2022-007- IG-MR</i>	<i>2022-008- FB-UA</i>	<i>2022-011- IG-UA</i>	<i>2022-012-IG- MR</i>	<i>PAO-2021- 02</i>	<i>Total</i>
United States & Canada	2	5	4	5	3	55	74
Europe	3	1	3	0	3	12	22
Asia Pacific & Oceania	1	0	0	1	1	9	12
Latin America & Caribbean	0	1	1	0	0	3	5
Sub-Saharan Africa	1	0	0	1	0	3	5
Middle East and North Africa	0	1	0	1	0	3	5
Central and South Asia	0	2	0	1	3	2	8
Total	7	10	8	9	10	87	131

56% of the public comments received for decisions published in this quarter came from the US and Canada. 17% came from Europe, 9% came from Asia Pacific and Oceania, 6% came from Central and South Asia, and 4% came from each of the following regions: Latin America and the Caribbean; Sub-Saharan Africa; and the Middle East and North Africa.

Recommendations

In addition to providing decisions on appealed content, the Oversight Board also made 48 policy recommendations to Meta.

Of these 48 recommendations, six related to content policy (clarification of or changes to rules), 32 related to enforcement (clarification of or changes to how rules are applied), and 10 related to transparency (on disclosure of information to the public).

The Board’s recommendations seek to improve Meta’s approach to content moderation, protect users, and increase transparency. Recommendations made in Q4 2022 include:

- In the “India sexual harassment video” case, the Board found that the newsworthiness allowance is inadequate for dealing with content raising awareness of harassment at scale. It therefore recommended that Meta introduce an exception to the Adult Sexual Exploitation Community Standard for depictions of non-consensual sexual touching. This would permit content where the

victim is not identifiable, and that Meta judges is shared to raise awareness, is not shared in a sensationalized context and does not involve nudity.

- In the “UK drill music” case, the Board raised concerns about Meta's haphazard and opaque relationships with governments. This has the potential to amplify bias in content moderation decisions, and not every piece of content that law enforcement would prefer to have taken down should be taken down. The Board therefore recommended that Meta create a standardized system for receiving content removal requests from state actors. It also recommended that it publish data on state actor content review and removal requests for Community Standard violations, and that it regularly review its data on content moderation decisions prompted by state actor requests, to assess for any systemic biases.
- In its policy advisory opinion, “Meta’s cross-check program,” the Board made 32 recommendations to address the problems it had identified, and to help the company meet its human rights commitments. These include recommending that Meta prioritize users for additional review who are likely to produce expression that is important for human rights, and reviewing their posts in a separate workflow, so they do not compete with Meta's business partners for limited resources. The Board recommended that Meta radically increase transparency around cross-check and how it operates, including by publishing key metrics around its cross-check program, and by setting clear, public criteria for inclusion in its cross-check lists. The Board also recommended that Meta ensure cross-checked content can be appealed to the Board, and that it remove or hide high-severity content initially identified as violating, while further review is taking place, to reduce harm.

Oversight Board recommendations to Meta

Number of recommendations

<i>Case ID</i>	<i>Name</i>	<i>Content policy</i>	<i>Enforcement</i>	<i>Transparency</i>	<i>Total</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	0	1	1	2
2022-007-IG-MR	UK drill music	2	3	2	7
2022-008-FB-UA	Russian poem	2	1	0	3
2022-011-IG-UA	Video after Nigeria church attack	1	1	0	2
2022-012-IG-MR	India sexual harassment video	1	1	0	2
PAO-2021-02	Meta's cross-check program	0	25	7	32
Total		6	32	10	48

Meta's responses

According to the Bylaws, Meta is required to respond to the Board's recommendations within 60 days. At the time of publication of this report, the 60-day limit had not passed for all the recommendations made by the Board in Q4. In addition, given the number of recommendations included in the Board's policy advisory opinion on Meta's cross-check program, Meta informed the Board that it would need an extension to 90 days to review and respond to these recommendations. Of the 12 recommendations made by the Board in Q4 to which Meta has responded so far, the company has said it is implementing four "fully," and four "in part," and that it is "assessing feasibility in three. It has said it will "take no further action" on one recommendation.

The Board's assessment of Meta's responses to our recommendations

Of the 12 recommendations made by the Board in Q4 that Meta had responded to at the time of writing, its initial responses were 58% "comprehensive" (seven recommendations), and 42% "somewhat comprehensive" (five recommendations). None were "not comprehensive."

Board's analysis of Meta's implementation of Q4 recommendations

Of the 12 recommendations the Board made in Q4 2022 that Meta had responded to at the time of writing:

- 10 were classified as "progress reported." This means that Meta has committed to implementing these recommendations, but has not declared implementation to be complete, and the Board also has no evidence of implementation.
- None had been wholly or partially implemented, as verified by publicly available information.
- Two were declined by Meta. These were: recommendation one in the "Tigray Communication Affairs Bureau" decision, that Meta publish information on its Crisis Policy Protocol; and recommendation three in the "Russian poem" decision, that Meta assess the feasibility of introducing tools that allow adult users to decide whether to see graphic content at all and, if so, whether to see it with or without a warning screen.

By the end of Q4 2022, the Board had issued 176 recommendations in total. Meta reports on its implementation of the Board's recommendations in its Quarterly Updates on the Oversight Board. At the time of writing, Meta's Q4 report on the Board had not been published. Figures below on Meta's implementation of the Board's recommendations have therefore been taken from Meta's Q3 Update on the Oversight Board, when the Board had made 140 recommendations to Meta. As a result, they are similar to the figures reported in the Oversight Board's Q3 2022 Transparency Report.

Meta has committed to implement or implemented the majority of the Board's recommendations. The Board has assessed that 24 out of 140 recommendations (17%) have been implemented fully, as demonstrated through published information. The Board assessed a further 11 recommendations (8%) as partially implemented, while for 53 recommendations (38%) Meta had reported progress towards implementation and we will continue to monitor implementation. On 24 recommendations (17%), Meta has reported no progress towards implementation. In 28 cases (20%), the company has reported

implementation, or said it already does what the Board recommends, but has not published information to demonstrate this.

Implementation Category	No. of recommendations
Implementation demonstrated through published information: <i>Meta provided sufficient data for the Board to verify the recommendation has been implemented</i>	24
Partial implementation demonstrated through published information: <i>Meta has implemented a central component of the recommendation and has provided sufficient data to verify this to the Board.</i>	11
Progress reported: <i>Meta committed to implementation but has not yet completed all necessary actions.</i>	53
Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation: <i>Meta says it implemented the recommendation but has not provided sufficient evidence to verify this.</i>	28
Recommendation declined after feasibility assessment: <i>Meta engaged with the recommendation and then decided to decline its implementation after providing information on its decision.</i>	9
Recommendation omitted, declined, or reframed: <i>Meta will take no further action on the recommendation.</i>	15
Total Number of Recommendations	140

To see the Board’s full assessment of how Meta has responded to and implemented each of its 140 recommendations, please see [Annex I](#) of this report.

Glossary of terms

Annual report – A report published each year by the Oversight Board that provides a summary of the cases it selects and reviews, as well as an overview of its operations.

Bylaws – [These](#) specify the Oversight Board’s operational procedures.

Case Management Tool (CMT) – The platform created by Meta and used by the Oversight Board to receive and review case submissions, and collect and store case files.

Case Selection Committee – A sub-committee of the Board, which decides which cases the Board will review, out of thousands of user appeals and Meta referrals..

Case Selection Team – A team within the Oversight Board Administration that assists the Case Selection Committee with identifying cases for panel review.

Facebook content policies – Facebook and Instagram’s content policies and procedures that govern content on the platforms (e.g., Community Standards and/or Community Guidelines).

Meta’s legal review – Step in case selection process where Meta may exclude cases from the shortlist which are ineligible for review by the Board in accordance with the Bylaws. More detail about this stage can be found in the [Rulebook for Case Review and Policy Guidance](#) (page 8).

Meta-referred case – A case submitted to the Oversight Board by Meta. Meta has the ability to expedite cases for review.

Longlist – An initial list of cases drawn up by the Case Selection Team. This is based on selection criteria set out by the Case Selection Committee.

Oversight Board Administration – The full-time professional staff that support Board Members and the day-to-day operations of the Board.

Panel – Members of the Oversight Board assigned to review a case.

Policy advisory statement – A statement appended to an Oversight Board decision on a specific case that reflects policy considerations beyond the binding content decision.

Shortlist – A small number of cases chosen from the longlist by the Case Selection Committee to be considered for selection.

User appeal – An appeal submitted by a Facebook or Instagram user to the Oversight Board for review.