



# IMPACT 3:

## On pushing Meta to improve review of Trusted Partner reports

Read more about how the Oversight Board has made an impact to users of Meta's platforms





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### **The story**

Trusted Partners\*, a network of non-governmental organizations, humanitarian agencies and human rights researchers from 113 countries, works with Meta to flag harmful content that could otherwise be missed. In our 2023 decision, about a video from Haiti taken during a period of unprecedented gang violence, we noted the Trusted Partners network was one of the main tools Meta relied on to identify potentially violating content in Haiti. We also shared our concerns about the different response times to reports escalated by Trusted Partners, often in times of heightened risk, recommending Meta improve its effectiveness.





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### Impact of our work

Between the second quarters of 2022 and 2024, Meta increased the number of cases resolved within five days of escalation through the program from **69% to 81%**. This rise was achieved alongside Meta receiving **four times** the amount of content via the program.

### Why it matters

Ensuring more Trusted Partners reports, which often bring emerging harms and complex cases to light, are reviewed in a timely manner will support Meta to improve its policies and enforcement processes.

\*Please note that the Trusted Partners program is different to third-party fact-checkers.