Oversight Board Members and Purpose & Goals of organization

Promoting free expression by making **thorough, principled, and globally relevant decisions and recommendations to improve** content moderation on Facebook and Instagram.
There are two ways that cases can come to the board:

1. **User appeal**
   - Users can appeal a content decision to the Board after the Facebook appeals process.

2. **Facebook referral (either through a regular or expedited procedure)**
   - Facebook identifies and recommends potential cases to the Board.
   - In **exceptional circumstances**, Facebook mandates an urgent review of content decisions.

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**CASE PATHWAYS**

- **USER GENERATED APPEALS**
  - Users can appeal a content decision to the Board after the Facebook appeals process.

- **FACEBOOK REFERRED CASES**
  - Facebook identifies and recommends potential cases to the Board.
  - In **exceptional circumstances**, Facebook mandates an urgent review of content decisions.

- **EXPEDITED REVIEW**
  - Facebook solicits a Policy Advisory Opinion from the Board.

- **POLICY ADVISORY OPINION**
  - Facebook will then integrate the decision into its existing policy development process.

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Facebook must then implement the Board’s decision on a case.
# Case Selection Criteria

## Difficulty

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Disagreement</td>
<td>Is there strong disagreement on whether a piece of content should remain on Facebook?</td>
</tr>
<tr>
<td>Clarity</td>
<td>Are Facebook's Community Standards clearly articulated?</td>
</tr>
<tr>
<td>Consistency</td>
<td>Are Facebook's Community Standards applied consistently to this type of content?</td>
</tr>
<tr>
<td>International Human Rights Concerns</td>
<td>Are Facebook's Community Standards regarding this type of content consistent with international human rights principles?</td>
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## Significance

<table>
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<th>Criteria</th>
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<tbody>
<tr>
<td>Severity</td>
<td>Does the decision to leave-up or take-down the content have severe consequences that could impact the voice, safety, privacy, or dignity of users?</td>
</tr>
<tr>
<td>Value to Public Discourse</td>
<td>Has the issue highlighted in the content been a topic of regional, national, or international discussion? Does the content have outsized value to public discourse?</td>
</tr>
<tr>
<td>Scale</td>
<td>Did a large number of people see, engage with, or react to the content? Does the content illustrate a larger thread or issue on Facebook?</td>
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<tr>
<td>Diversity</td>
<td>Does this case add to linguistic or geographic diversity?</td>
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CASE LIFECYCLE PROCESS

Day 0
Facebook makes its final decision on the case

Before day 15
User or Facebook chooses to appeal or refer the case to Board

Board Members on the Case Selection Committee select the case

The Board posts a description of the case and opens Public Comments for 2 weeks

Five Board Members are assigned to a Panel to review the case

The Panel makes a binding decision and presents it to the Board for ratification

Up to day 90
The Board publishes decision on the website and Facebook implements the decision
There are several ways for organizations and individuals to participate in the Oversight Board’s work.