

UK Online Safety Act (2023) Implementation of Illegal content Codes of Practice for user-to-user services

This document is directly applicable to illegal content as described in the act, we follow generally similar practices for content which the forum moderators deem to be undesirable that falls outside of the scope of the act.

As a provider of user-to-user services (not a Large or Multi-Risk service) for compliance with the act we implement the practices described below.

Recommended measure		Practice
ICU A2	Individual accountable for illegal content safety duties and reporting and complaints duties	One of the forum Moderators shall be appointed for these duties
ICU C1	Having a content moderation function to review and assess suspected illegal content	We have a team of moderators who collectively review posts made on the public forum and who will investigate issues reported regarding to Forum Posts or Private Messages. Content will be judged against our published Terms of Service (Acceptable Usage Policy)
ICU D1	Enabling complaints	The forum has mechanisms to allow complaints about specific posted content and about moderator actions and policies
ICU D2	Having easy to find, easy to access and easy to use complaints systems and processes	When viewed by a logged-in user each Forum Post and Private Message has a "Report" button (or equivalent menu item). Guest users may raise complaints using the "Contact-Us" link on each page. Complaints about moderator actions or policies can be made using the "Contact-Us" link on each page of the forum.

ICU D7	Appropriate action for relevant complaints about suspected illegal content	On being notified of a complaint, a moderator will make an immediate assessment and any content that appears to be illegal will be taken down and where appropriate the user who posted the content will be banned temporarily or permanently from posting on the forum. If the complaint does not appear to be justified, or not related to illegal content, then the moderator will report the findings to the complaining user.
ICU D9	Appropriate action for relevant complaints which are appeals – determination	Complaints that are about moderation actions or policies will be reviewed by the moderators and subsequent actions notified to the complainant
ICU D10	Appropriate action for relevant complaints which are appeals – action following determination	Where an appeal is successful, the moderators will take reasonable steps to restore deleted content. In some cases, complete restoration of content or account data may not be possible.
ICU D11	Appropriate action for relevant complaints about proactive technology, which are not appeals	The forum does not use “proactive technology”
ICU D12	Appropriate action for all other relevant complaints	Such complaints will be referred to the individual defined in ICU A2 above
ICU D13	Exception: manifestly unfounded complaints	Such complaints will be responded to and logged. The complaints log shall be reviewed on an annual basis
ICU G1	Terms of service: substance	The forum terms of service shall include provisions for compliance with the UK Online Safety Act (2023)
ICU G3	Terms of service: clarity and accessibility	The forum terms of service shall be easy to find and be written in a clear manner
ICU H1	Removing accounts of proscribed organisations	The forum admins will remove accounts and content which they believe to originate from a proscribed organisation.