Question for written answer E-004320/2026
to the Commission
Rule 144
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Subject: Transparency and necessary human review in social media account suspensions

Social media platforms play a central role in political and public communication. However users are repeatedly suspended or have their posts removed after publishing political content, often without any clear explanation of the alleged violation.

Recently, in Austria, a mayor's accounts on several Meta platforms were suspended following a critical post about US President Donald Trump. It was only after legal intervention that a manual review was conducted and that the mayor's accounts were reinstated. During this period, he was cut off from Meta's communication channels. The case raises questions about the reliability of automated moderation and the effectiveness of existing complaint and review procedures.

1. Are similar cases known, and how does the Commission intend to ensure that far-reaching moderation decisions, particularly account suspensions, are subject to timely and effective human review, with affected users receiving clear explanations?

2. Does the Commission consider further measures necessary to guarantee timely access to human review and effective complaints procedures, while preserving platforms' ability to remove unlawful or harmful content?

3. What measures is the Commission taking or considering to support European social media services, strengthen the resilience and diversity of Europe's social media ecosystem, and reduce dependence on non-EU tech companies?

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