

Hotline procedures

jugendschutz.net assesses the reported case, evaluates the content from a legal point of view, traces the apparent origin and makes an effort to find out who is responsible for the content.

If the person accountable for a blog, for content on a website or a post in the social web can be identified, jugendschutz.net puts this person on notice and requests adjustment and correction according to the laws. Except for cases of imminent danger or depictions of child sexual abuse. Here, jugendschutz.net calls in law enforcement.

If the person accountable for the content is German and does not react to the notice, jugendschutz.net passes this on to the Commission for the Protection of Minors in the Media ([KJM](#)) for further action. The KJM as the central supervisory body then initiates proceedings under media law.

If no German person can be made accountable for the content, jugendschutz.net contacts the person offering web hosting services (host provider) or the operator of the platform (e.g. social network, video community, blog) and asks for removal of the illegal content.

jugendschutz.net also passes on content to the Federal Review Board for Media Harmful to Minors ([BPjM](#)) for inclusion in the list of media harmful to minors ('index list'). Search engines that are members of the Voluntary Self-Monitoring of Multimedia Service Providers ([FSM](#)) then no longer reveal indexed content in their results lists.

In terms of depictions of child sexual abuse or content concerning political extremism hosted abroad, jugendschutz.net also forwards the cases to partner hotlines of the international networks [INHOPE](#) (International Association of Internet Hotlines) and [INACH](#) (International Network Against Cyber Hate).

If you wish to complain about our content assessment or our service please send an Email to buero [at] jugendschutz.net.

Read more [How we work](#)