

Indicator	Scope
Number of complaints submitted to the internal-complaints mechanism	Total number
Number of complaints submitted to the internal-complaints mechanism	Decisions upheld
Number of complaints submitted to the internal-complaints mechanism	Decisions reversed
Number of complaints submitted to the internal-complaints mechanism	Median time
Number of complaints submitted to the internal-complaints mechanism	Decision omitted
Complaint based on procedural grounds	Total number
Complaint based on procedural grounds	Decisions upheld
Complaint based on procedural grounds	Decisions reversed
Complaint based on procedural grounds	Median time
Complaint regarding the interpretation of illegality or incompatibility	Total number
Complaint regarding the interpretation of illegality or incompatibility	Decisions upheld
Complaint regarding the interpretation of illegality or incompatibility	Decisions reversed
Complaint regarding the interpretation of illegality or incompatibility	Median time
Restriction imposed is claimed to be not diligent, objective, or proportionate	Total number
Restriction imposed is claimed to be not diligent, objective, or proportionate	Decisions upheld
Restriction imposed is claimed to be not diligent, objective, or proportionate	Decisions reversed
Restriction imposed is claimed to be not diligent, objective, or proportionate	Median time
Number of decisions submitted to out-of-court dispute settlement bodies	Total number
Number of decisions submitted to out-of-court dispute settlement bodies	Decisions upheld
Number of decisions submitted to out-of-court dispute settlement bodies	Decisions reversed
Number of decisions submitted to out-of-court dispute settlement bodies	Median time
Number of decisions submitted to out-of-court dispute settlement bodies	Decision omitted
Number of decisions submitted to out-of-court dispute settlement bodies	% of outcomes implemented
Number of suspensions enacted for the provision of manifestly illegal content	Total number
Number of suspensions enacted for the provision of manifestly unfounded notices	Total number
Number of suspensions enacted for the provision of manifestly unfounded complaints	Total number
Number of internal moderators employed by the provider	Total number
Number of external moderators contracted by the provider	Total number
Number of total moderators with sufficient linguistic expertise	Total number
Number of items solely processed by automated means	Total number
Number of items partly processed by automated means	Total number
Number of items not processed by automated means	Total number
Accuracy rate of the items processed solely by automated means	Total number
Accuracy rate of the items processed partly by automated means	Total number
Error rate of the automated means applied	Total number
Number of items solely processed by automated means	Internal complaints mechanism
Number of items partly processed by automated means	Internal complaints mechanism
Number of items not processed by automated means	Internal complaints mechanism

Accuracy rate of the items processed solely by automated means	Internal complaints mechanism
Accuracy rate of the items processed partly by automated means	Internal complaints mechanism
Error rate of the automated means applied	Internal complaints mechanism
Number of items solely processed by automated means	Own-initiative
Number of items partly processed by automated means	Own-initiative
Number of items not processed by automated means	Own-initiative
Accuracy rate of the items processed solely by automated means	Own-initiative
Accuracy rate of the items processed partly by automated means	Own-initiative
Error rate of the automated means applied	Own-initiative
Number of items solely processed by automated means	NAM Total
Number of items partly processed by automated means	NAM Total
Number of items not processed by automated means	NAM Total
Accuracy rate of the items processed solely by automated means	NAM Total
Accuracy rate of the items processed partly by automated means	NAM Total
Error rate of the automated means applied	NAM Total
Number of items solely processed by automated means	NAM Trusted Flagger
Number of items partly processed by automated means	NAM Trusted Flagger
Number of items not processed by automated means	NAM Trusted Flagger
Accuracy rate of the items processed solely by automated means	NAM Trusted Flagger
Accuracy rate of the items processed partly by automated means	NAM Trusted Flagger
Error rate of the automated means applied	NAM Trusted Flagger

