

Reporting inappropriate behavior

09/10/2024 8:27 am PDT

Everyone has access to reporting tools to flag inappropriate behavior on Heylo. Inappropriate behavior can include unwanted [messages](#), unacceptable actions, or inappropriate photos.

There are two ways to report a member:

1. Navigate to a member's [profile](#), select the three-dot menu and then select "report". Reports from profiles are best for issues with that specific person.
2. Open the chat details, and select "report". Reports from [group chats](#) or [private direct messages](#) are best for issues with that specific conversation.

When a report is submitted, the Heylo team first reviews the behavior. Anyone sending spam is removed entirely from the Heylo platform. Other issues are escalated to the specific [group leaders](#). Only with permission from the reporter, details of the case are shared with the leaders of the group, and the leaders are encouraged to help resolve the issue with the support of the [Heylo team](#).
