Decision Tree for Managing Trolls on TikTok

1. Is the comment abusive, offensive, or threatening?
   - Yes ➔ Go to 2
   - No ➔ Go to 4
2. Is the comment violating TikTok's Community Guidelines?
   - Yes ➔ Report the comment to TikTok and delete it. Block the user.
   - No ➔ Go to 3
3. Is the comment targeting an individual (e.g., a specific person)?
   - Yes ➔ Delete the comment, report the harasser and block the harassing account.
   - No ➔ Delete the comment.
4. Is the comment spreading misinformation?
   - Yes ➔ Go to 5
   - No ➔ Go to 6
5. Is the misinformation potentially harmful (e.g., health-related falsehoods)?
   - Yes ➔ Report the comment and delete it. Consider addressing the misinformation in a follow-up post.
   - No ➔ Delete the comment and consider addressing the misinformation in a follow-up post.
6. Is the comment attempting to provoke or incite arguments (i.e., trolling for reactions)?
   - Yes ➔ Go to 7
   - No ➔ Go to 9
7. Is the comment/behaviour from a repeat offender (commenting multiple times with the same behaviour)?
   - Yes ➔ Block and report the user.
   - No ➔ Go to 8
8. Does the comment have any constructive feedback hidden within the trolling?
   - Yes ➔ Acknowledge the feedback politely and ignore the trolling part.
   - No ➔ Ignore the comment.
9. Is the comment negative but not abusive (e.g., critical of the charity's work)?
   - Yes ➔ Respond politely and constructively if possible, addressing any concerns.
   - No ➔ Ignore the comment.