

Part II, Community Findings:

c) Distrust of Platform: Preventing users from easily appealing action and not clarifying why the decision was reached leads to greater distrust of the platform and fosters the idea of arbitrary shadow-banning.

- "They said, 'No user found but email taken.' After I sent several emails, they barely answered and then stopped answering me. They never gave me a reason why my account was deleted. I believe it was because of my photos in lingerie. I'm a lingerie designer trying to start my own business, so most of the time I'm my own model. I worked so much on my art to be deleted without explanation."
- "When reinstated, they said, 'We deleted you by accident.' I was only reinstated after sending in multiple verified accounts with nudity on them. Ads denied because I'm 'pornographic.' Photos in swimwear taken down as pornographic. I've been shadow-banned for two years and all my previous posts on my self-created hashtag are gone. I'm also unsearchable."
- "Instagram hasn't given us feedback, we've been shadowbanned, and it's really hurting us because we're a new collective unable to reach our own audience."

