

The Dirty Truth About Facebook and Other Social Platforms

By Katie Williams



Honestly, I hadn't planned on writing this today. But after witnessing the growing issues surrounding Facebook (Meta) lately, I couldn't resist.

Over the past few years, Facebook has become progressively worse in terms of customer support. There is now virtually no direct route to speak to an actual human when trying to resolve problems on the platform.

Of course, Meta is a massive corporation with numerous responsibilities. But leaving everything in the hands of AI chatbots is, frankly, baffling.

If someone has a problem with their account these days, there's no human available to help resolve it.

For simple issues, like resetting a forgotten password, that might be manageable. But for anything more complex—problems that genuinely require human intervention—Facebook makes it nearly impossible to get assistance.

To make matters worse, if you can't access your account, you can't even reach the support page where the chatbots reside. So, for many users, if you're locked out, you're effectively out of luck.

And sadly, this is just one of the many troubling developments involving Facebook (Meta) recently. Another is the recent announcement from Mark Zuckerberg, on 14 January, regarding the rollback of the fact-checking system across Meta's platforms, in the name of protecting 'free speech'.

At first glance, removing fact-checking filters sounds reasonable—after all, free speech is vital. But it could come with serious consequences.

Before fact-checkers were introduced, Meta's platforms were very different. I personally remember using Instagram back in early 2019 and having an entirely different

experience. While not everything about that era was negative, I certainly saw content that never should have appeared on the platform. This highlights the problem of relying solely on user reports and moderation.

There's also the risk that this change could fuel extremism, as it remains unclear where Meta will draw the line when Zuckerberg says it is "giving people a voice." Naturally, having a voice is essential, and everyone deserves one—but where does responsible moderation end, and reckless abandon begin?

I'm growing increasingly concerned by these changes across Facebook, Instagram, and newer Meta-owned platforms like Threads, which itself feels eerily like X (formerly Twitter).

The challenge with giving people complete 'free speech' online is that many won't hold back, especially on sensitive or divisive topics. This could result in discriminatory content becoming more prevalent, as platforms become more lenient in the name of free expression. Meanwhile, the absence of fact-checking may make it even easier for fake news to spread unchecked.

Fact-checking, introduced in late 2019, aimed to slow the spread of misinformation. It alerted users when content they encountered might not be accurate, helping people think twice before sharing it.

Today, misinformation is everywhere, particularly around politics and current events. Add in the biases that many media outlets openly (or subtly) display, and it becomes challenging to uncover the full, unbiased truth.

Platforms like TikTok have become particularly notorious for spreading misinformation. Thanks to the rapid consumption of short videos, many users believe what they see without further research, passing it on quickly and uncritically.

I've fallen victim to this myself, which is why I now try to be extra cautious before sharing anything.

Yet with misinformation and bias spreading from countless news outlets and social media accounts alike, it raises an important question: where can people truly find the full story?

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