

COMPANY
NAME
TITLE
ADDRESS
CITY, STATE ZIP

YouTube Automated System: In With the Lie, Out With the Truth

Dear NAME,

YouTube fails on content moderation, leaving no possible recourse, and is moving in the opposite direction of refining their AI.

YouTube and other social media need to be held accountable; YouTube operates one of the largest commercial marketplaces in the country. Many people run entire businesses on this platform and YouTube benefits from all the work that goes into creating content. That position in our society should carry a responsibility to fairness, due process, and honesty. My story demonstrates that they do not do those things. Instead, they act in a way that is arbitrary, capricious, and undemocratic.

Imagine you are pulled over, given a ticket for a motor vehicle violation, and your car is taken away and impounded. Since your car has been taken, you have no idea if your registration expired, you were speeding, or someone stole the plate off your car.

You may make a one-time only appeal to the officer who pulled you over and you cannot ask what specific law you violated. The officer denies your appeal.

You are now left without a car. The only way to appeal or understand your infraction is to fax a letter to a generic number from the website or send a letter to the city not knowing what department or person to send it to. **This is YouTube.**

YouTube made an arbitrary and capricious decision to remove my channel, Angels 2nd Class, on the basis I violated their Spam Policy. I did not receive a warning and was given only the following explanation.

“We have reviewed your content and found severe or repeated violations of our **spam, deceptive practices and scams policy**. Because of this, we have removed your channel from YouTube.”

In addition to the initial appeal, I sent a fax to a generic number on the website, and 12 letters via USPS to the executives of Google LLC, D/B/A YouTube and Alphabet Inc. I have not received an answer yet.

This has been devastating to my mental health.

YouTube Violates Their Own Policies. *(the following is from their website)*

“Human Rights:

In their first letter to shareholders, our founders highlighted Google’s goal to ‘develop services that significantly improve the lives of as many people as possible.’ This vision continues to guide all of us at Google. We believe in technology’s power and potential to have a profoundly positive impact across the world.”

Angels 2nd Class has 31 episodes about kindness and education *(Listen on Spotify/Apple)* with respected guests from various industries. Topics we cover include how to respect one another, creative ways to help the poor, myths about hospice and organ donation, coping with grief, mental health for youth, coping with autism, the importance of saying please and thank you, and stories of gratitude.

YouTube Does Not Hold all People Equally Accountable. *(the following is from their website)*

“Making YouTube Safer

At the heart of our approach are the four Rs - we **Remove** content that violates our policies, **Reduce** the spread of harmful misinformation and borderline material, **Raise up** authoritative sources for news and information, and **Reward** trusted Creators.”

YouTube does not hold people accountable, as I have seen blatant misinformation on various channels.

In our episode “Myths of Organ Donation: Brain and Cardiac Death,” our guest, Dr. Thomas Nakagawa, and I spoke briefly about the research article, “Investigation of Public Perception of Brain Death Using the Internet.” It examines the inaccuracy of the information about brain death on the internet. YouTube still has not removed that information.

Another episode, “Fact vs Belief,” *(2 parts)* we discuss the Fairness Doctrine, and the various algorithms social media uses to promote what they believe is accurate information. The purpose of the episode was to teach people how to read carefully and ask questions.

YouTube is Not Transparent *(the following is from their website)*

“Increasing visibility to establish trust

More than a decade ago, we launched our first transparency report with the intention to show users how government policy impacts access to information and inform discussions about the free flow of information online. We publish a range of transparency reports that share how Google works — from the way we respond to government requests to how we handle content moderation across our products and services.”

If YouTube was transparent, I would know specifically which part of their policy I violated and I would not be sending a fax to a generic phone number and 12 USPS letters to the various C-Suite officers from Google/YouTube and Alphabet Inc.

YouTube intentionally makes it impossible to get answers.

The most alarming thing of all is I am not alone. When I share my story, the response I often hear is, “Oh, man, I’m so sorry.... I’ve heard this happens to other people.”

Angels 2nd Class is not a platform for exploitation, abuse of others, or sending spam. Our purpose is about helping people, encouragement, self-reflection, making better choices, and making ourselves better. I am devastated that all my hard work is gone, but also what is gone is a way to do good in the world. My goal was to make the world a better place.

My hope is that my story will bring attention to YouTube’s unethical practice of canceling channels arbitrarily without providing the specific violation for understanding and removing one's ability to fix or appeal the violation with a human being. Thank you!

Sincerely,

Rev. Chaplain Kathy Turner, MDiv, BCCi, APC

Update: YouTube removed my second channel, which has no videos.

(Initial account removed: @Angels2ndClass. Second Channel removed: @KathyTurner-mi4vJ)

I was about to mail this when I received the following message for a YouTube account I created around the same time as the other, but never posted to it. It is empty. They wrote:

“Content that violates YouTube’s Terms of Service or that encourages other to do so is not allowed on YouTube. This includes posting content previously removed for violating our Terms of Service; or posting content from creators who are currently restricted or have been terminated under our Terms.”

I appealed, stating there is no content on this channel. I received the following message.

“We've taken a careful look at your channel again, and confirmed that it violates our Community Guidelines policy. We recognize it's disappointing news, but our goal is to keep the YouTube community safe and supported.”

If a person was actually monitoring and reviewing the appeals, they would have seen there were no videos. So, what exactly did they take down?

Thank you!