

Tinder Redesigns its Member Support Programs to Provide Better Care for Survivors

This trauma-informed approach is designed to give members more choice, information, and support in the moments they need it most

Los Angeles, Calif., Jan. 26, 2022 - Following several months of advisory work with RAINN, Tinder is rolling out a new approach to handling reports of serious abuse and harassment. This new framework is based on giving survivors more agency over what step they want to take next and will be the foundation of how Tinder's member support programs continue to evolve. These initial changes include ongoing education for internal teams, product improvements, and better access to Tinder's broad network of survivor resources.

- New member care training informed by guidance from RAINN: Every member of Tinder's customer care team has participated in a new training that was developed with RAINN to help them better understand how survivors might respond to sexual violence and describe those experiences, how to recognize serious reports that may use vague language, and how to respond in a trauma-informed manner to these types of reports. This training is now a mandatory part of onboarding and training for Tinder's member care teams.

[Learn more about these changes.](#)

- More choice and transparency when making a report: Many survivors don't make a report right away or, if they do, some may want to receive follow up from Tinder's support team, and some may not. Updates to the app include a more direct way to report someone they've unmatched with in the instance that they've chosen to wait to make a report, and the option to receive follow-up information about action taken on their report so members always feel confident they have that choice. For a more detailed outline and visuals of the changes made to reporting in the app, keep reading [here](#)

- Easier access to different support options: Not everyone will feel comfortable making a report, and there are a variety of different support options available in Tinder's Safety Center, including [Tinder's dedicated Crisis Text Line](#) (available to members 24/7) and, soon, members will be able to access background checks on matches through [Garbo](#) (US-only). The [Safety Center](#) is now accessible from virtually everywhere in the app, so help is always a tap away.

"Our members are trusting us with an incredibly sensitive and vulnerable part of their lives, and we believe we have a responsibility to support them through every part of this journey, including when they have bad experiences on and off the app" said Tracey Breeden, VP of Safety and Social Advocacy for Tinder and Match Group. "Working with RAINN has allowed us to take a trauma-informed approach to member support for those impacted by harassment and assault."

"By adopting more trauma-informed support practices, Tinder will be better positioned to support members who may have experienced harm and take faster, more transparent action on bad actors," said Clara Kim, Vice President of Consulting Services at RAINN.

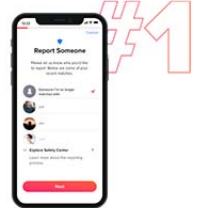
These changes work together with Tinder's [robust set of harm prevention and safety features](#), and are a result of Tinder's

CHANGES TO IN-APP REPORTING GIVE MEMBERS MORE CHOICE, INFORMATION, AND SUPPORT

This new reporting process was redesigned using guidance from RAINN and Tinder's commitment to give survivors more agency over what step they want to take next – whether it's making a formal report immediately, unmatching and making a report later, or reaching out to Tinder's network of support resources.

Easier to Unmatch & Report

Experts at RAINN point out that continuing to see a former abuser in a match list can be triggering and traumatizing for a member, which is why Tinder has designed its reporting system to allow members to unmatch and yet still easily report directly from the app. The ability to make a report after unmatching someone may be necessary for a few reasons. An abuser may have already unmatched a victim, making them feel their reporting options are limited. Many survivors don't report what happened to them immediately – being able to unmatch an abuser and yet still easily report when they're ready is critical. Members should feel confident they can hold someone accountable, even if they have unmatched, so we have created a more direct way to report directly in the app.



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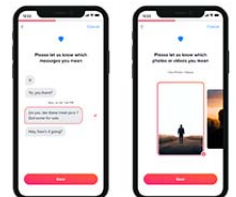
Confirming a Member is Physically Safe

A new screen has been introduced that inquires about physical safety and encourages outreach to local authorities if needed.

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Asking for More Detail to Ensure Tinder can Take Quick Action

One of the many reasons sexual assault is so underreported is the fear that action won't be taken after a report has been made. To ensure Tinder can take the appropriate action quickly with minimal follow up needed, Tinder has added new options to report individual images or messages, and more space for open-ended responses.



commitment to working in partnership with experts to make the app a safer and more inclusive community. Read more about the [more than 10 industry-leading safety features Tinder has launched over the past two years](#)

<https://ca.tinderpressroom.com/2022-01-26-Tinder-Redesigns-its-Member-Support-Programs-to-Provide-Better-Care-for-Survivors>