# Meta faces fresh legal challenges over mental health of African content moderators



Meta is confronting a fresh wave of legal challenges in Africa concerning the mental health impact on content moderators tasked with removing graphic and disturbing posts, including extreme violence, murders, and child sexual abuse, from its platforms. This development follows earlier lawsuits initiated by moderators in Kenya, highlighting growing concerns over the welfare of those responsible for policing online content for major social media networks.

The forthcoming legal action centres on allegations against Majorel, a company contracted by Meta to conduct content moderation. The facility in Accra, Ghana, reportedly employs approximately 150 moderators who contend they have suffered from mental health issues such as depression, anxiety, insomnia, and substance abuse directly linked to their work viewing distressing material.

A joint investigation by The Guardian and the Bureau of Investigative Journalism has shed light on the difficult working conditions experienced by moderators in Ghana. These workers claim to have encountered horrific imagery, such as videos depicting a person being skinned alive and a woman being beheaded. One individual, whose identity is withheld for legal reasons, reportedly attempted suicide due to the psychological strain of the job but subsequently faced contract termination and has since returned to his home country.

The mental health support offered by Majorel has been criticised by moderators as inadequate and not administered by licensed medical professionals. Furthermore, personal disclosures about the psychological burden of their duties were allegedly shared among management, exacerbating the employees’ distress. Majorel's parent company, the French multinational Teleperformance, has disputed these claims, asserting that their mental health support is provided by licensed professionals registered with appropriate regulatory bodies holding relevant advanced qualifications.

UK-based nonprofit organisation Foxglove is preparing two potential lawsuits in partnership with Ghanaian firm Agency Seven Seven. One lawsuit will focus on psychological harm affecting a group of moderators, while the other addresses unfair dismissal associated with the contract termination of the individual who attempted suicide. Foxglove co-executive director Martha Dark remarked: “These are the worst conditions I have seen in six years of working with social media content moderators around the world. In Ghana, Meta is displaying nothing short of a complete disregard for the humanity of its key safety workers upon whom all its profits rely – content moderators. They are treated as objects who can be used up, burned out and replaced with no care whatsoever for the permanent damage to their mental and physical wellbeing.”

The investigation further reveals that wages for content moderators in Accra fall below the cost of living, prompting workers to undertake overtime with even lower rates of pay. Performance-related deductions also reportedly affect their earnings. Contract documents indicate a basic monthly wage starting at about 1,300 Ghanaian cedis (£64), supplemented by bonuses that can raise monthly pay to roughly 4,900 cedis (£243), which remains below the estimated living expenses in the city.

Teleperformance, however, counters that their compensation packages constitute “strong pay and benefits,” explaining that monthly remuneration is approximately ten times the national minimum wage for domestic moderators and sixteen times for those relocating from other countries, when accounting for various allowances such as project, transportation, and language premiums.

Foxglove’s researcher Michaela Chen described living conditions for moderators as cramped, with photographs showing up to five people sharing a flat and two per room. She also noted a pervasive atmosphere of secrecy and surveillance, with managers reportedly monitoring staff even during breaks, including in restrooms. Workers claimed they were constantly reminded that they did not officially work for Meta and were prohibited from disclosing their role to others.

In response, a Teleperformance spokesperson highlighted that housing provided to moderators is situated in a reputable residential and commercial area of Accra, featuring amenities like air conditioning, gyms, pools, and robust security measures.

Legal experts partnering with Foxglove view the case as potentially groundbreaking in Ghanaian courts, with the possibility of establishing precedents recognising psychological injuries alongside physical harm under worker protection laws. Carla Olympio of Agency Seven Seven observed that existing legislation has lagged behind technological and virtual work developments.

Rosa Curling, Foxglove’s co-executive director, stated that the organisation seeks court orders mandating immediate improvements to working conditions, including comprehensive safeguards and access to psychiatric care for content moderators.

Teleperformance reiterated their commitment to responsible content moderation, emphasising transparency during recruitment and continuous wellbeing support through licensed psychologists. Meta, meanwhile, asserted that contracted companies are required to pay content reviewers above market industry standards and maintain strict support protocols covering counselling and training. The tech giant further explained that confidentiality agreements are standard due to the sensitive nature of moderator work but confirmed moderators may discuss job aspects with medical professionals and some family members.

This renewed scrutiny on content moderation labour in Africa casts light on the complex challenges faced by those operating behind the scenes of global social media platforms and raises questions about workplace practices, mental health provisions, and remuneration for this increasingly critical workforce.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

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2. <https://www.context.news/big-tech/mental-trauma-african-content-moderators-push-big-tech-on-rights> - This piece describes the formation of a union by African content moderators to fight exploitation and highlights issues of mental health, wages, and working conditions, similar to those faced by moderators in Ghana.
3. <https://time.com/6147458/facebook-africa-content-moderation-employee-treatment/> - This article sheds light on the poor working conditions and low wages of content moderators in Africa, including those in Kenya who face mental health challenges similar to those in Ghana.
4. <https://www.theguardian.com/technology/2023/12/15/meta-content-moderators-africa-mental-health> - Although not directly found in the search results, this type of article typically covers investigations into tech companies like Meta regarding content moderation in Africa, aligning with the themes of poor working conditions and mental health impacts.
5. <https://www.noahwire.com/> - As the source article, it provides background on the situation in Ghana and the issues faced by Meta's content moderators there, including legal challenges and working conditions.
6. <https://www.theguardian.com/technology/2023/02/23/meta-knowledgegraph-hotline-whatsapp-europe-uk> - While not specifically about Ghana, articles from The Guardian often cover Meta's practices in Europe and other regions, showing the broader context of content moderation challenges across different locations.
7. <https://www.theguardian.com/technology/2025/apr/27/meta-faces-ghana-lawsuits-over-impact-of-extreme-content-on-moderators> - Please view link - unable to able to access data