“Hey {user first name},

This is [first name] from MPower Change. Im reaching out because I noticed that you have received a hurtful/offensive comments from [user] recently. I’m sorry that this has happened.

I wanted to let you know that we have sent a warning message to [user] and restated our community guidelines. Based on the protocol we have for our mediation practices, if they repeat this kind of behaviour we will cut their access from our online space.

Again, I’m sorry that you’ve been impacted by this person’s behaviour in our online space. We’re constantly trying to make these spaces safer and we’d love to hear from you if you have any suggestions for/expectations from us.

Attached is a worksheet that we have used in our team to create our individual resilience plans + an example of a team member’s responses. It helps us think through ways in which we can resource ourselves and support each other. I thought it might be helpful for you too.

In Solidarity,

[First name] and the MPower Change team”