

When we receive a complaint to the ID modmail, we are generally required to proceed with the following steps. These are here to ensure that each complaint is dealt with swiftly and appropriately, and that a proper record is kept for later reference (which is useful, say, in the case of repeat offenders). Feel free to reference this list should you be unsure about how to proceed with a complaint.

Step 1: Answer the Modmail

Note: Any rank of Member can handle this step of the process, but those doing so who are below the rank of Arbitrator must make sure lead on the ticket is successfully handed off to a member of Arbitrator rank or higher.

Our first response to complaints should always be to let the member in question know that we have received their message. This is not the time to address anything they have said specifically, but rather to communicate that we will be looking into it shortly, and to let them know briefly how the ID process works. Below is an example of such a response, you may use this one or modify it as appropriate to the ticket received.

Example:

“Thank you for bringing this to our attention, we will be looking into this shortly. ID may contact you to request extra information via the modmail should it be necessary for an investigation, however you will not be notified as to the results of any investigation. Please keep any information that may become relevant logged and available on request. This includes chat log screenshots of Discord text logs, Screenshots of relevant Reddit private messages, etc. Rest assured the matter will be resolved.”

This of course may not suit every modmail we receive, so consider it a template to be altered should you see fit. The general message should remain the same, however. If the individual has an open ID case, please add a permalink to the modmail involving all relevant communication to the case with us so that we have it for future record without having to sift through old modmail. Any group of screenshots collected in an investigation should be moved to a permanent ID controlled link, to preserve them in case needed in the future, not every user will leave them up indefinitely.

Step 2: Discuss the Complaint

Note: While Arbitrators or a Division Head will take lead at this point of a ticket (as designated by a Division Head), members of lower rank will still be involved if they volunteer to take care of delegated investigative tasks related to the ticket. The person who has lead will select a partner for the investigation, and that partner can be of lower rank.

This is really the bulk of the work ID will be doing on this matter, members will come together to discuss what action needs to be taken in each case. This marked this as ‘Step 2’, but really this step is likely to be ongoing until the complaint has been appropriately dealt with.

The Arbitrator or Division Head who takes lead on the ticket will log it in the HubID subreddit as an open ticket. They will keep logs of who is doing whatever investigative tasks involved in the ticket, and will periodically update it as discussions and investigations progress.

This step is where division members will be discussing the complaint with fellow ID members over discord. They will discuss the validity of the complaint, the seriousness of the complaint, whether we need extra information (logs, reports from other members etc), whether this is a repeat offence, whether a ban is necessary... These are all things that may need to be discussed, though not every case is going to require such a deep level of investigation.

Regardless, as the case is being discussed we may need to take extra action to help in the investigation. The following steps are the standard approaches we take, but feel free to bring up an alternative if you feel it would be necessary for a certain complaint.

Step 3: Gather Information

Note: Information gathering can be conducted by members of any rank Counselor or higher as delegated to volunteers by the person who is lead on the ticket.

This is going to be the most common extra step ID needs to take. While many complaints will have all of the information provided, we may need to contact the complainant to help clear things up. It may just be that the complaint was hard to understand, or some vital context was missing. You may determine that we need logs of the event if it occurred in a text format, or that we need to contact other members that witnessed the event to confirm the story.

In all of these instances, the information should if at all possible be gathered via the Reddit ModMail system or the Interpersonal Interview room (to use this channel on the staff server see the [Interpersonal Interview Room Primer](#)). This allows for easy bookkeeping, as we have an easy record to reference should the need arise. If the Interview voice room is used then notes of the meeting should be taken in the text channel as you conduct the interview. The interviewee should also be encouraged to make notes in there as well if they feel the need, and they should be made aware they are welcome to clarify any notes made by the interviewer. When possible, if it does not make the person overly nervous, we should conduct voice interviews with a partner. Interpersonal members are also welcome to use voice recording software but if they do such should be with the knowledge and consent of the interviewee.

That being said, if for some reason or another we cannot contact someone via the modmail or the interview room, then records must be kept manually. We may also want to do this if there is a particularly complicated case, in which we are contacting multiple sources and sorting through the modmail records would be too tedious. How to do this will be dealt with in Step 4.

Step 4: Keeping a Record

Note: The official Ticket thread on the HubID subreddit should be kept by the member who is Lead on the ticket. Other members who assist in investigations are allowed to make a comment with their findings on the ticket as the investigate commences.

You may have noticed the threads on this subreddit dedicated to certain members or events. This is what we call an 'ID Ticket'. This is very simple, all reported events require us to make a record of the event as a ticket. If ID takes action against a member, when an ID member does something in regards to the ticket (such as conducting an interview) or if a situation/member seems like something we should be keeping an eye on, then we make note on the ticket of those things.

A Ticket's title should be in this format:

"YYYY/MM/DD [Name of Person who Complaint is about]"

The description should be in this format:

Summary of Complaint: [Concise summary of the complaint]

Modmail: [Title of this thread as a link to the permalink for the modmail it came in on]

Evidence: [Direct link to groups of screenshots or any other evidence provided]

Details: [Longer more detailed explanation of the events of the complaint and what information we have starting off]

The above message should never be edited. This is to prevent any suspicions anyone later reviewing this ticket might have about the integrity of this record.

In the comments, logs of any actions taken during the investigation of the complaint will be logged. Any logs gained down the road, any reports gathered, or further relevant information should be placed in the comments as well. **These comments should also remain unedited.** If something needs to be noted as different from the initial comment, it should be added as a reply to comment in question to clarify it.

This is so that we can keep a detailed record of what we did in each case. Nobody is going to be able to remember whether we handed out a strike to 'Member X' two and a half months ago, and so this allows us to easily reference our past decisions to inform future ones. All of these remaining unedited maintains a record

that has maintained chain of evidence that can be shown to be undoctored for any reason. Any group of screenshots collected in an investigation should be moved to a permanent ID controlled link, to preserve them in case they are needed in the future, not every user will leave them up indefinitely.

Step 5: Resolving the Issue

No matter what happens along the way, in the end we are here to deal with whatever complaint we received. Whether it is a complex case requiring a ban, or an innocuous squabble requiring a warning, we must hand out the consequence via the modmail. Here, the person taking lead on the ticket will work together with other members in the Discord channel on the staff server to draft a message that will be sent to the offender informing them of the complaint (not who complained about them) and the action that is being taken against them. You may receive some resistance from the offender at this point, but the message sent via Modmail is final. If any administrative action needs to be taken, such as a ban, it will occur at this point also.

Once this ModMail is sent a final comment with the following format should be made a top-level comment to the ticket in HubID:

Date of Action: [yyyy/mm/dd that the ModMail was sent]

[Permalink of the ModMail Sent]

Findings and Actions taken: [Concise summary of the findings of the investigation and any actions taken]

Of course, if a complaint is not valid or is not serious enough to require action, no message needs to be sent out. Instead you will make a comment as above without a link to a Modmail. A summary of the findings should still be the final step on any ticket. Once such a comment is made the ticket can be flaired "Closed"

So there you have it, this step by step guide should help you to deal with any ID complaints we receive via Modmail. If you have any questions or concerns, please feel free to ask in the Interpersonal channel on the Discord server, any division head or more experienced member should be able to help you address them.