

## Community Reporting Policy

Thank you for contacting Twin Mask about a potential Code of Conduct violation. We are grateful that you have shared your concerns with us. This reporting procedure policy explains our Community Management Services (“CMS”) investigation process.

### What is a Grievance Report?

Twin Mask defines a Grievance Report as any formally filed report, complaint, problem, or informational report for potential concern Twin Mask players complete regarding their experience at Twin Mask. Due to the limited nature of its resources, Twin Mask does not investigate reports concerning allegations that occur outside of official Twin Mask events or the official Twin Mask online communities. If there is an allegation of something happening outside of official Twin Mask events or online communities, then Twin Mask may consider acting on a case-by-case basis and at its sole discretion. Participating in Twin Mask events and its community is a privilege and we urge players and volunteers alike to appreciate our game and not to take participation for granted. As such, Twin Mask reserves the right to ban anyone for any reason at any time, at its sole discretion.

If you emailed a complaint to CMS or talked to a staff member on site, no formal investigation will begin unless an online Grievance Report form is filled out. [CLICK HERE](#) to access and submit an official Grievance Report. If you spoke to an On-Site CMS Advocate during the event, the report has been filed on your behalf.

Players can file a Grievance Report to notify Twin Mask of any violation of the Twin Mask Code of Conduct, including any of the following reasons:

- Harassment.
- Health and Safety.
- Discrimination.
- Violation of Rights.
- Code of Conduct Violations.

The above list is not exhaustive. However, in an effort to foster a supportive and pleasant event, players should try to resolve issues informally between themselves before they resort to a formal Grievance Report. When this is not possible, or after self-resolution has failed, players should direct their report to the Community Management Services team, who will follow the procedure below:

1. Request that the player fill out the Grievance Report form online, [found here](#).
2. Communicate with the author of the Grievance Report so that the matter is better understood.
3. Provide the player who faces allegations with a general summary of the reasons for the Grievance Report.
4. Investigate the matter.
5. Treat all who file a Grievance Report with respect and equality.
6. Resolve all Grievance Reports when possible.
7. Keep the players reasonably informed and communicate the formal decision to all players involved.
8. Respect a non-retaliation policy when players file Grievance Reports.
9. If Twin Mask learns that the formal decision is not being adhered to, take action to ensure that it will be in the future.

This procedure may vary according to the nature of the Grievance Report.

Players who file a Grievance Report may:

- Communicate with CMS in writing via email.
- Decline to attend formal meetings regarding the Grievance.
- Request anonymity. However, Twin Mask cannot guarantee anonymity in every situation.
- Request to know the outcome of any formal decision or appeal.

Players who face an allegation may:

- Receive a general summary of the allegations against them.
- Respond to the allegations in writing.
- Receive a decision from Twin Mask regarding the allegation.
- Request an appeal from a formal decision. There is no guarantee that an appeal will be heard; they are heard only in exceptional cases at the sole discretion of Twin Mask.

Due to the nature of some allegations, Twin Mask reserves the right to keep the identity of a Grievance Report's author anonymous, when possible. We cannot guarantee anonymity in every circumstance.

Any player may contact CMS by email to ask if any Grievance Reports have ever been filed against them.

Staff members are held to a higher standard than other players. Grievance Reports filed against staff members will be taken very seriously.

CMS can be reached at [cmstwinmask@gmail.com](mailto:cmstwinmask@gmail.com)