



## Community Reporting Policy

Our reporting procedure policy explains how players can voice their concerns in a constructive way. The Executive Committee and directors should know everything that hinders a player, so they can resolve it as quickly as possible. Players should be able to follow a fair reporting procedure to be heard and avoid conflicts.

Grievance Definition: Twin Mask defines a grievance as any report, complaint, problem or concern of a player regarding their overall experience as outlined.

Players can file grievances for any of the following reasons:

- Harassment
- Health and safety
- Adverse changes in conditions or expectations.
- This list is not exhaustive. However, players should try to resolve less important issues informally before they resort to a formal grievance.

Players who file grievances can:

- Reach out to CMS
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Players who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

Twin Mask is obliged to:

- Have a formal grievance/ reporting procedure in place
- Communicate the procedure
- Investigate all reports promptly
- Treat all who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect a no-retaliation policy when players file grievances.



In an effort to foster a supportive and pleasant event for everyone, players are encouraged to talk to each other to resolve their problems independently. When this is not possible, or the player is unable to do so, Twin Mask asks players to communicate their grievances as follows:

After attempting self-resolution, the player should direct their report to the The Community Management Director (or any appropriate person in the absence of the Community Management Director) who will follow the procedure below:

1. Ask the Player to fill out a report [form](#).
2. Talk with the Player to ensure the matter is understood completely.
3. Provide the Player who faces allegations with a copy of the grievance.
4. Organize mediation procedures (e.g. arranging a formal meeting).
5. Investigate the matter or ask the help of an investigator / consultant when needed.
6. Keep Players informed throughout the process.
7. Communicate the formal decision to all Players involved.
8. Take actions to ensure the formal decision is adhered to.
9. Deal with appeals by gathering more information and investigating further.
10. Maintain accurate records.

This procedure may vary according to the nature of a report.