

Complaint Policy

Overview

This complaint policy outlines the procedures for reporting content violations, inappropriate material, or other concerns related to adult video game content hosted on our platform. We are committed to maintaining a safe, legal, and respectful environment while protecting the rights of content creators and users.

What Can Be Reported

You may file a complaint regarding:

- **Prohibited Content:** Content that violates our Terms of Service or Community Guidelines
- **Copyright Infringement:** Unauthorized use of copyrighted material
- **Trademark Violations:** Misuse of trademarked content or branding
- **Age Verification Issues:** Concerns about underage content or insufficient age verification
- **Non-Consensual Content:** Content uploaded without proper consent from depicted individuals
- **Harassment or Abuse:** Content targeting individuals with harassment, threats, or abuse
- **Illegal Content:** Content that violates applicable laws and regulations
- **Technical Issues:** Platform bugs, security vulnerabilities, or technical problems
- **User Conduct:** Inappropriate behavior by community members

Discord Reporting System

Primary Reporting Channel

All complaints must be submitted through our official Discord server moderation system:

Discord Server: <https://discord.gg/GAeQCzHT> **Reporting Channel:** #content-reports

Administrative Team: @Moderators

How to Report via Discord

1. **Join Our Discord Server:** Use the official invite link provided on our website
2. **Navigate to #content-reports:** This is our dedicated reporting channel
3. **Use the Report Template:** Follow the format outlined below
4. **Tag Administrators:** Include @Administrators in your report for priority handling

Report Template

****CONTENT COMPLAINT REPORT****

****Reporter Information:****

- Discord Username: [Your Discord handle]
- Contact Email: [Optional backup contact]

****Content Details:****

- Content URL/ID: [Direct link to problematic content]
- Content Creator: [Username/handle if known]
- Date Discovered: [When you found the issue]

****Complaint Category:****

- ☐ Copyright Infringement
- ☐ Trademark Violation
- ☐ Prohibited Content
- ☐ Age Verification Issue
- ☐ Non-Consensual Content
- ☐ Harassment/Abuse
- ☐ Illegal Content
- ☐ Technical Issue
- ☐ User Conduct
- ☐ Other: [Specify]

****Description:****

[Detailed explanation of the issue - minimum 50 words]

****Evidence:****

[Screenshots, links, or other supporting materials]

****Requested Action:****

[What resolution are you seeking?]

Alternative Reporting Methods

Emergency Situations

For urgent matters involving illegal content or immediate safety concerns:

- Direct Message: Contact @Meletric immediately
- Emergency Email: support@supadoge.com
- Include "URGENT" in the subject line

Response Timeline

Initial Acknowledgment

- **Standard Reports:** Within 24-48 hours via Discord
- **Emergency Reports:** Within 2-6 hours
- **Anonymous Reports:** Within 48-72 hours via the method provided

Investigation Timeline

- **Copyright/Trademark:** 3-7 business days
- **Content Violations:** 1-5 business days
- **Technical Issues:** 1-3 business days
- **Emergency Matters:** Immediate action, full resolution within 24 hours

Final Resolution

- Most cases resolved within 7-14 business days
- Complex legal matters may require 14-30 days
- Regular status updates provided via Discord

Investigation Process

Step 1: Verification

- Administrator reviews the complaint for completeness
- Content is flagged for review if necessary
- Reporter receives acknowledgment with case ID

Step 2: Assessment

- Content reviewed against our policies and applicable laws
- Evidence evaluated and additional information gathered if needed
- Legal consultation for complex matters

Step 3: Decision

- Determination made regarding policy violations
- Appropriate action decided based on severity and context
- All parties notified of the outcome

Step 4: Follow-up

- Implementation of any required actions
- Monitoring to ensure compliance
- Case closure documentation

Possible Actions

Depending on the complaint outcome, we may:

- **Content Actions:** Remove, restrict, age-gate, or modify content

- **User Actions:** Warning, temporary suspension, permanent ban
- **Technical Actions:** Fix bugs, improve security measures
- **Legal Actions:** DMCA takedowns, law enforcement referral
- **Policy Updates:** Revise guidelines based on emerging issues

Discord Administrator Roles

Moderators (@Moderators)

- First-line response to reports
- Initial content assessment
- Community guideline enforcement
- Escalation to administrators when needed

Administrators (@Administrators)

- Complex complaint resolution
- Policy interpretation and enforcement
- Legal matter coordination
- Final decision authority

Head Administrator (@[Head Admin])

- Emergency response oversight
- Appeals process management
- Policy development and updates
- External communications

Appeals Process

Disagreeing with a Decision

1. Submit appeal in #appeals channel within 14 days
2. Include original case ID and new evidence
3. Tag @Head Administrator for review
4. Appeals reviewed within 5-7 business days

Appeal Requirements

- Clear explanation of disagreement
- New evidence or circumstances
- Respectful and professional tone
- Willingness to engage in dialogue

User Rights and Protections

Reporter Rights

- Confidential handling of reports
- Protection from retaliation
- Regular case updates
- Fair and impartial investigation

Content Creator Rights

- Notification of complaints when appropriate
- Opportunity to respond and provide context
- Fair review process
- Clear explanation of any actions taken

Privacy Protection

- Personal information kept confidential
- Limited disclosure only when legally required
- Secure handling of sensitive materials
- Option for anonymous reporting

Compliance and Legal Framework

This policy operates in accordance with:

- Digital Millennium Copyright Act (DMCA)
- General Data Protection Regulation (GDPR)
- Age verification and protection laws
- Platform liability regulations
- Discord Terms of Service and Community Guidelines

Policy Updates

This policy may be updated to reflect:

- Changes in applicable laws
- Platform policy updates
- Community feedback
- Operational improvements

Updates will be announced in our Discord server's `#announcements` channel and on our website.

Contact Information

- **Discord Server:** <https://discord.gg/GAeQCzHT>
- **Website:** overlewd.com
- **Emergency Email:** support@supadoge.com

Last Updated: 21 July 2025 **Policy Version:** 1.0 **Effective Date:** 21 July 2025

This policy is subject to change. Users are responsible for staying informed of current policies by regularly checking our Discord announcements and website.