MAIN

APPEALS PROCESS

Find enclosed the correct protocol for appealing an individual within the Office of Faction Affairs



Appeal Types

Appeal Types

Highly Likely/Likely

- Used when an offense is minor or could be considered a one time mistake.

Neutral

- To be used when an appeal should depend solely on the ticket, rather than most external factors.

Unlikely

- Should be used when the banned individual needs to show clear intentions of improvement, owning up to their actions and showing reassurance they will not do whatever they did again.

Slim / 200 Page Essay

- Effectively remaining banned but they can technically be unbanned. Only to be appealed if they show exceptional standards within their appeal.

Not Appealable / Blacklisted

- Whenever a ban is final, this should be used. It can only be overridden by NESCOM.



Office of Faction Affairs

The Office of Faction Affairs

This is the main appeal hub for the Noobic Engineering Service and Advanced Noobic Reactor Operations. There is some basic information you need to know to operate within this body.

- **Remain professional.** This does not mean you need perfect grammar, though, you should not talk in appeal tickets in a completely inappropriate manner.
- **Respect ANRO.** Do not attempt to modify, influence or view their appeal section. Specifically, do not give yourself any ‘ANRO’ role.

Ranking Information:

- **Appeals Director:**
  - The head of appeals for a faction. Currently being held by the CNO and EC of ANRO & NES. Their say is final and can override anyone if necessary.
- **NESCOM/ANROCOM/MSBCOM:**
  - Either NES CEO+, ANROCOM or MSBCOM. They can only be overridden by the Appeals Director. They oversee cases and intervene when necessary.
- **Appeal Staff:**
  - Responsible for the majority of appeals. They may decide on verdicts but can transfer cases to command if needed.

For all intensive purposes, a supervisor is Chief Engineering Officer, though a SREO can substitute if necessary and command intervention is not required.

Generic Appeal Protocol

Generic Appeal Protocol

Find enclosed the generic appeal protocol for all* NES bans. This can be modified to suit the ticket.

1. **Read the ticket information:**
   - Confirm the format is correctly filled out and not missing information.
   - Ask the individual to fill out the format if they have not already.

2. **Review evidence:**
   - Read the modlogs and proof to understand the moderation action. Ask the issuing moderator if unsure.
   - Confirm the ban is valid. If it is not, report it to a supervisor (CEO+)

3. **Consider the following:**
   - Before proceeding, ask yourself:
     a. Is this a joke appeal?
     b. Is this a report/not an appeal?
     c. Are they arguing the ban is unfair?
   - If so:
     a. Deny the appeal
     b. Redirect them to the appropriate ticketing hub
     c. Investigate potential unfairness. If some is found, loop in a supervisor.

4. **Consider the following:**
   - Do they understand what they did wrong?
   - Did they take responsibility?
   - Do they show that they will improve?
   - Will they not repeat the action again?

Generic Appeal Protocol

5. **Final verdict**
   - Ask any further questions that may influence your decision
   - Consult a colleague if you are unsure
   - Either:
     - Unban them
     - Keep them banned
     - Give them a timed ban (3 days - 1 month**)

6. **Final processes**

If unbanned:
- Unban the user
- Send the invite link
- Answer any questions they may have
- Transcript/Close

If Timed Ban:
- State duration clearly
- Tell them when to return
- Answer Any questions
- Transcript/Close

If Denied:
- Give short reason
- If applicable: tell them when to re-appeal
- Answer any questions
- Log as a note under them of the failed appeal attempt
- Transcript/Close

* There are special cases where this appeal protocol cannot be followed. This should be addressed on a case-by-case basis.
** Longer than 1 month bans should be approved by CEO+

Comprimised Accounts

Compromised Accounts

These appeals are likely going to be the most common appeal you come across. Since it's 'technically' not their fault, we appeal them.

Appeal Requirements:
- Changed account password
- Enabled 2FA
- Regained full control of the account
- Made efforts to regain/secure the account

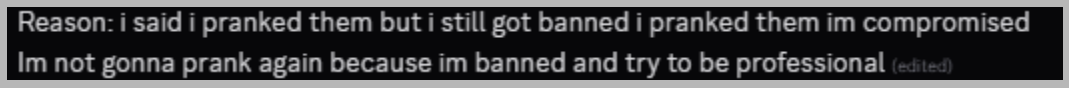
Follow-up questions may be asked.

1st Offence: Unban
2nd Offence: Remain banned unless stated otherwise by NESCOM+

Account Recovery Issues:
If the user is unable to recover their account:
- Offer them the ability to transfer their progress to a new account
- You will have to unban the compromised account temporarily due to Discord IP bans.

NOTE: Joke compromised accounts should be treated as normal compromised accounts. Unban them and strike them for the 'prank'

REAL WORLD EXAMPLE:



Background Appeals

Background Check Bans

Condo Servers

1 Server:
- Allowed in if last activity >60 days
- Otherwise -> Ban

2 Servers:
- Allowed in if last activity >90 days
- Otherwise -> Ban

3 Servers:
- Ban
- Appeal: Neutral

4 Servers:
- Ban
- Appeal: Slim

5+ Servers:
- Permanent Ban
- Not Appealable

Not much to write here. Let me know if I should add something.

Background Check Bans

Inappropriate Avatars

Minor/Outdated

- Broken clothing, Deleted Assets, Minor violations
- **Action:** DM to request the removal of the saved avatars; no ban.

Inappropriate:

- Suggestive / Mildly Explicit content
- **Action:** Ban account, removal required in OFA

Player Safety Concern/Severe

- Blatantly sexual content / Player Safety Concern
- **Action:** Permanent Ban



Re-Appeal Policy

Re-Appeal Policy

NOT TO BE CONFUSED WITH TIMED BANS OR FIRST TIME APPEALS.

IE: THIS POLICY ONLY APPLIED IF SOMEONES APPEALING AN ALREADY DENIED APPEAL (NOT A DENIED TIMED BAN)

Re-Appeals are when someone who has had their appeal denied attempts to appeal again. These are generally acceptable but are uncommon.

Cooldown:

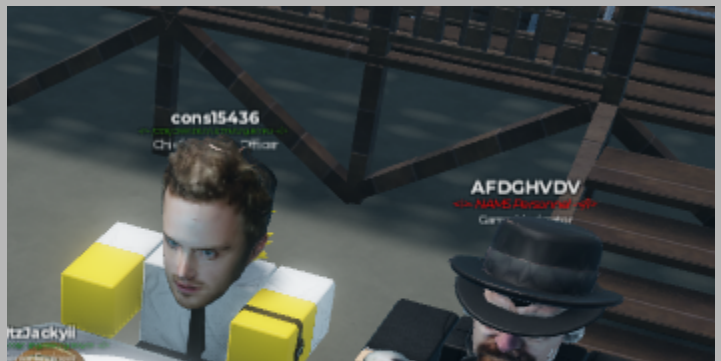
- Highly Likely: 7 days
- Likely: 14 days
- Neutral: 21 days
- Unlikely: 1 month
- Slim: 2 months
- 200 Page Essay: 2-3 months
- No Appeal: None

Further Information:

- Further acknowledgement of previous behaviour
- Evidence that they have changed
- Proof they are going to change further
- **Not acceptable:** Copy-paste of the same appeal, same arguments, no real change.

Maximum Attempts:

- 2 denied: No further re-appeals unless approved by High Command
- 3 denied: No appeal.



Escalation

Escalation

To be followed in the event you need to escalate an appeal.

When should you escalate?

- This issue is unsolvable by you
- You are uncertain of your judgement (And your 2nd opinion does not help)
- Involves severe offences with a very strong appeal
- The user requests the ticket to be escalated
- NESCOM may need to override a ruleset

When should you not escalate?

- You are somewhat unsure (Ask for a second opinion)
- The appeal is obviously invalid
- The case is already defined as Not Appealable (Note, NESCOM overriding Not Appealable is only at the request of the user to put it up for reviewal)

Escalation Procedure:

1. Do not give the user a final decision
2. Tell the user that the ticket is being reviewed by a supervisor
3. Ping an online NESCOM to handle the ticket. Give them a reason as to why you need to escalate
4. You generally shouldn't interact with the ticket after it is escalated unless deemed fit

