

Staff

- [How Staffing Works](#)
- [How Reports Are Taken](#)

How Staffing Works

At Fractal Gaming, we operate a tiered staffing system designed to ensure staff are trusted with the right level of authority at the right time. As staff members progress through the ranks, they are gradually granted access to more powerful in-game commands, allowing them to handle increasingly complex situations.

There are no mandatory On Duty time requirements across any rank. However, all staff are expected to remain active and engaged with the server.

How the Tier System Works

New staff members begin at Moderator, where they handle straightforward reports such as RDM using basic commands. As they progress through the ranks, additional tools become available such as spectate, cloak, and advanced ban permissions, enabling them to tackle more complex situations like base reports and escalated player disputes.

The Ranks

Moderator — The entry point into the staff team. Moderators have access to basic commands and focus on handling simple player reports such as RDM. This rank acts as a trial period to assess readiness for greater responsibility.

Senior Moderator — Senior Moderators handle reports with greater independence and confidence, building on the foundations of the Moderator rank. This rank acts as a stepping stone into administrative roles, with a focus on improving decision-making and overall staff performance.

Admin — Admins are granted access to more advanced commands, enabling them to assist with more complex situations. At this stage, staff can also work towards joining the Event Team and Mentoring Team.

Seasoned Admin — The highest rank within standard staffing. Seasoned Admins hold all the same in-game powers as Senior Admin but without any management expectations or duties. This rank is ideal for those who want to contribute purely in-game without taking on a managerial role.

Senior Staff

Senior Admin — The first rank within the senior staff tier. Senior Admins take on a more supportive and developmental role within the team alongside their in-game responsibilities.

Super Admin — Super Admins combine high-level in-game authority with staff management responsibilities, including handling staff complaints, reviewing applications, and maintaining overall server standards.

Server Coordinator — Server Coordinators are responsible for the overall performance of their assigned server. They oversee staff activity, ensure roleplay quality, coordinate events, and act as the link between staff and higher management.

Community Admin — Community Admins oversee Server Coordinators and ensure consistency across all servers, maintaining standards across the wider community.

Community Manager — The highest staff rank. Community Managers are responsible for the overall direction and management of the community, overseeing all staff and operations across Fractal Gaming.

How Reports Are Taken

When a player submits a report, a staff member will be assigned to handle it as promptly as possible. The process is designed to be fair and thorough, ensuring that all parties involved have the opportunity to share their side of the situation.

Being Brought to the Admin Area

Once a staff member claims your report, they will either teleport directly to you or send a bring request to pull you out of the roleplay environment and into the Admin Area. The Admin Area is a neutral space away from the server where conversations can be had without interference or disruption to the ongoing roleplay.

If your report is a base report, the process is slightly different. Rather than bringing you to the Admin Area, the staff member will teleport directly to the location in question to assess the situation firsthand.

Gathering the Stories

Once in the Admin Area, the staff member will ask you who your report is regarding. They will then bring the reported player to the Admin Area as well. Both parties will be given the opportunity to explain their side of the situation fully. We ask that players remain calm and respectful during this process to ensure it runs as smoothly as possible.

It is also important to note that witness accounts are not considered proof and will not be taken into consideration during a report.

Reaching a Conclusion

If both stories align, the staff member will be able to reach a conclusion and issue any necessary punishments. However, if the stories contradict each other, it becomes more difficult to determine what actually occurred.

In cases where stories conflict, staff are unable to take action based on word alone. Fractal Gaming benefits from a very in-depth logging system that captures a wide range of information, including kill locations, damage logs, and other key events. In the majority of cases, our logs are detailed enough to piece together what happened without the need for video evidence. However, in more complex situations where the logs alone are not sufficient to reach a clear conclusion, video evidence may be requested from either party. If no sufficient evidence is available, the report may unfortunately have to be closed without action.

We strongly encourage players to record their gameplay where possible, as footage can be invaluable in resolving more complicated disputes.