

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.

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