

13 ignored tickets (30339510–61943102) about harassment and suicide-baiting.

Ticket details



Soul

5 hours ago

I refuse to say anything more than 30339510, 30414871, 58942905, 61451498, 61451749, 61451054, 61465755, 61691061, 61771050, 61770202, 61942766, 61943467, 61943102



parody-banner.jpg

80 KB · Download



Soul

5 hours ago

Hello Trust & Safety,

This is now a formal escalation outlining systemic, documented misconduct by Discord in handling a long-running harassment campaign targeting me, my business, and my family. Your recent messages claiming you are “unable to use screenshots, bot logs, off-platform information, or attachments to verify content” directly contradict your own records, your own prior handling of my tickets, and your own data-export README.

Your platform has repeatedly enabled a coordinated group of competitors who have used Discord as the starting point of a harassment campaign spanning four years, across Discord, Facebook, Reddit, Trustpilot, and multiple impersonation websites. Discord has had this knowledge for years.

Your contradictions are now documented as follows:

- In my exported Support Tickets JSON, tickets 30339510 and 30414871 are labelled “SCRUBBED” with subject “deleted,” but the preserved contents show they were about the same harassers: Links (Mason), Kamikaze (Mathew Trojanowski), Crix (Edward Griggs Jr), and their alt accounts. Discord acknowledged the evidence at the time, thanked me for providing message IDs and screenshots, and told me to keep supplying them. Those tickets are now hidden from my visible history, while the same group continues and I am the one being penalised.
- Discord previously accepted screenshots and attachments from me to take action against that group, as shown in the 2023–2024 tickets included in my export. You did act on those past submissions. You cannot now claim those categories of evidence are unusable.
- Your own README.txt included with my data export explicitly states that manually deleted messages will not appear in my export and will not be available to me. This proves the in-app-only requirement is structurally incapable of protecting victims when harassers delete messages. You require victims to show messages you already admit you cannot and will not retain.
- The same actors listed in the 2022 and 2023 tickets reappear in ticket 61451749 (“I reported the harasser; enforcement was applied to me instead”) and again in my 2025 ticket chain. You have had a continuous, consistent record of this group for years.
- You now repeatedly close tickets with template text, even when the initiating message was reported in-app exactly as you instruct. Your replies ignore the block-evasion evidence, the re-contact from new accounts, the suicide-baiting, the sharing of my children’s images, and the false sexual accusations. You instead apply enforcement to the victim every time.
- The “we cannot use attachments or screenshots” claim is contradicted by your own internal history, your own instructions, your own past actions, and your own removal actions from 2022–2024. You cannot rewrite your procedure retroactively to blame victims for your moderation failures.

I now require Discord to escalate this to a human who can actually review the case.

You must acknowledge:

- A. That tickets 30339510 and 30414871 were tied to this exact same group of harassers and explain why those earlier tickets were scrubbed from my visible history despite belonging to the same chain of abuse.
- B. That Trust & Safety is permitted to use screenshots and attachments when your own logs are incomplete due to message deletion. You have done so before. Your past actions confirm this.
- C. That my 2025 enforcement was incorrectly applied. The initiating message was reported in-app. The harasser evaded a previous block, re-contacted from a new account, and I responded with a lawful notice to cease. That is not harassment.
- D. That the strike placed on my account until 2027 must be reversed, because Discord already held the Facebook evidence of the false pedophile accusations for four days before punishing the victim instead of the initiator.
- E. That your repeated refusal to even acknowledge the off-platform spread, despite knowing it was the same individuals, directly contradicts the Basic Online Safety Expectations which require you to take reasonable steps to minimise adult cyber abuse.

You now have direct legal exposure under multiple Australian regulatory schemes.

BOSE failure exposure:

Discord must take reasonable steps to minimise cyberbullying of children, adult cyber abuse, and non-consensual intimate image abuse. Discord must provide clear, effective complaint-handling pathways. Discord must respond fully, honestly and accurately to BOSE notices. A failure to comply carries penalties up to 500 penalty units for an individual and up to 2,500 penalty units for a body corporate. At the current penalty unit value of 330 dollars, that is up to 825,000 dollars per BOSE contravention.

Adult Cyber Abuse Scheme exposure:

Discord must act when notified of content intended to cause serious harm to an Australian adult. Failure to comply with a removal notice (Discord or end-user) is up to 500 penalty units per contravention (165,000 dollars) or up to 825,000 dollars for a body corporate.

Cyberbullying (children) scheme exposure:

Failure to remove cyberbullying material relating to Australian children within required timeframes is also up to 825,000 dollars per contravention for a body corporate.

Image-Based Abuse (IBA) scheme exposure:

Non-consensual intimate images (including deepfakes or threats) involving Discord's hosting or failure to remove can attract up to 500 penalty units per contravention for individuals (165,000 dollars) and 825,000 dollars per contravention for Discord as a provider.

Discord is now repeatedly:

- Applying enforcement to the victim
- Ignoring prior knowledge of the harassment group
- Refusing to review DM threads, block-evasion logs, and linked accounts
- Requiring "in-app messages" they know will be missing because deleted messages are not retained
- Contradicting their own historical acceptance of attachments and screenshots
- Closing harassment reports with template text regardless of evidence

This is why your process is failing, and why this case is now being prepared for escalation to the ACCC, the eSafety Commissioner under BOSE, Adult Cyber Abuse, Cyberbullying, and IBA frameworks, and (if necessary) civil proceedings.

A human must now:

- Confirm the historical ticket linkage and explain the scrubbing of the early tickets.
- Confirm Trust & Safety can consider attachments and archived materials when your own logs are incomplete.
- Conduct a human review of the full DM thread history, block-evasion logs, and account linkages.
- Reverse the strike and remove the 2027 flag entirely.
- Apply enforcement to the initiating harassers.
- Annotate my account for long-running targeted harassment to prevent reporter-retaliation.
- Stop closing tickets with process-dodging templates. Your own data export proves those template responses are incompatible with your record-keeping, and your contradictions are now documented.

I expect an actual human review, not another automated dismissal.

 **Clyde**
3 hours ago

Hello,

Discord has removed content posted by your account for violating our Terms of Service or Community Guidelines.

You should've received a system DM or email with more information. If you have any questions about your account or to see the remaining duration of the limitation, please refer to the account standing page under your account settings. Please keep in mind that future violations may result in further limitations, including the permanent deactivation of your account.

Sincerely,
Discord Trust & Safety

 **Soul**
28 minutes ago

Guess discord really doesn't give a fuck despite the laws.

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