

Search

Discord Support needs to stop forcing in app reporting when people can delete the messages to avoid punishment/accountability.

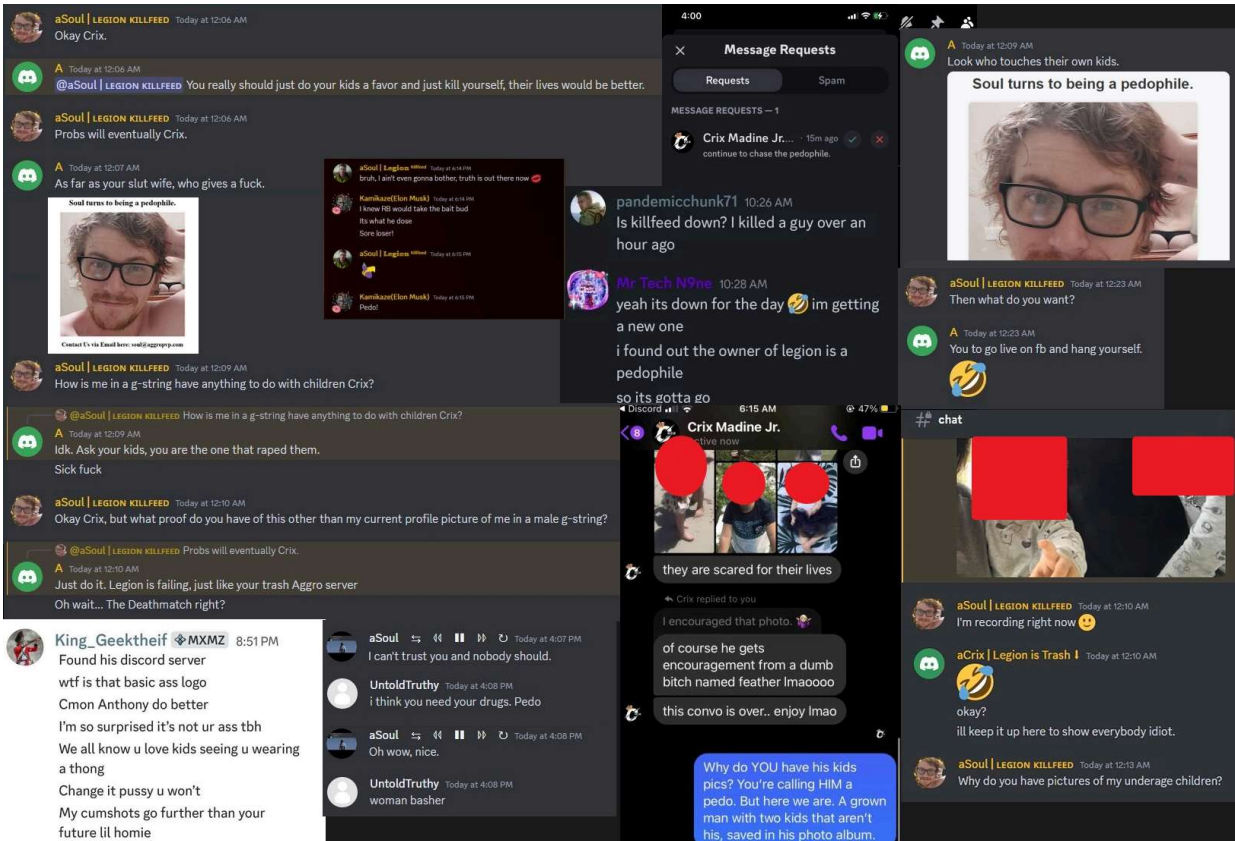
Soul

28 days ago · Edited

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I am an Australian sole trader operating in NSW. My business provides a paid DayZ server management bot and related tools. My customers primarily interact with me via Discord, and I pay Discord for Nitro, server boosts and other paid features in order to operate and support my community.

Since 2022 I have been subject to a long-running campaign of harassment and defamation on Discord and connected platforms by staff and associates of a competing Discord bot and server community. This includes threats, doxxing (publication of my home address), false accusations that I am a paedophile, and use of images of my young children. I have repeatedly reported this behaviour in-app, supplied extensive evidence via Discord’s Help Centre, and escalated through multiple tickets.



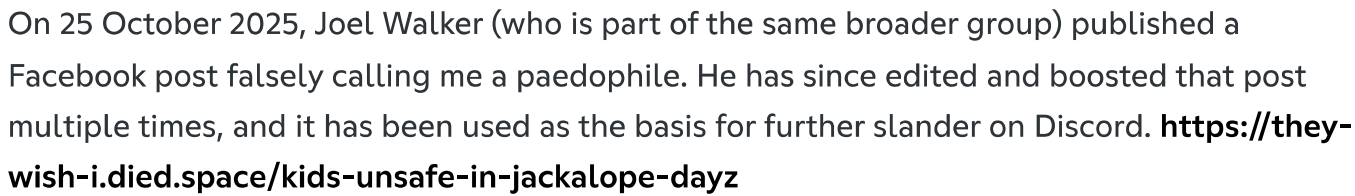
<https://they-wish-i.died.space/public>

Rather than protecting the victim, Discord has repeatedly applied enforcement against my account while allowing the harassers to remain active.

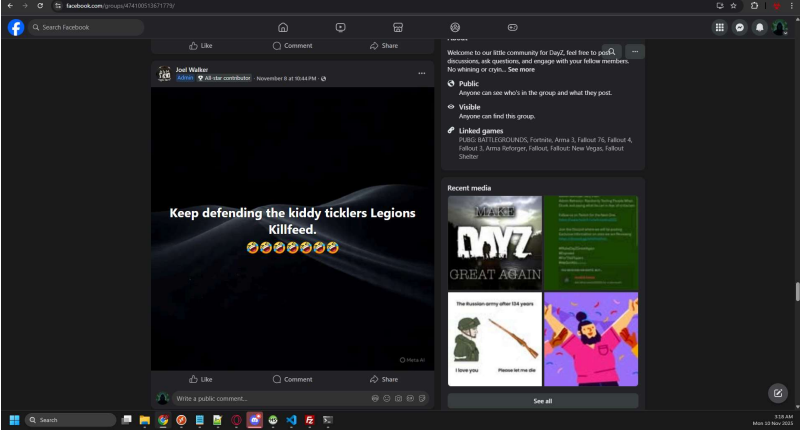
On 16 October 2025 Discord issued a “harassment and bullying” strike against my account for a single reply to a block- and ban-evading harasser I had already reported. My message was r

Strike 1: My life was threatened and later images of my children were sent.

On 25 October 2025, Joel Walker (who is part of the same broader group) published a Facebook post falsely calling me a paedophile. He has since edited and boosted that post multiple times, and it has been used as the basis for further slander on Discord. <https://they-wish-i.died.space/kids-unsafe-in-jackalope-dayz>



On 25 October 2025, Joel Walker (who is part of the same broader group) published a Facebook post falsely calling me a paedophile. He has since edited and boosted that post multiple times, and it has been used as the basis for further slander on Discord. <https://the-wish-i.died.space/kids-unsafe-in-jackalope-dayz>

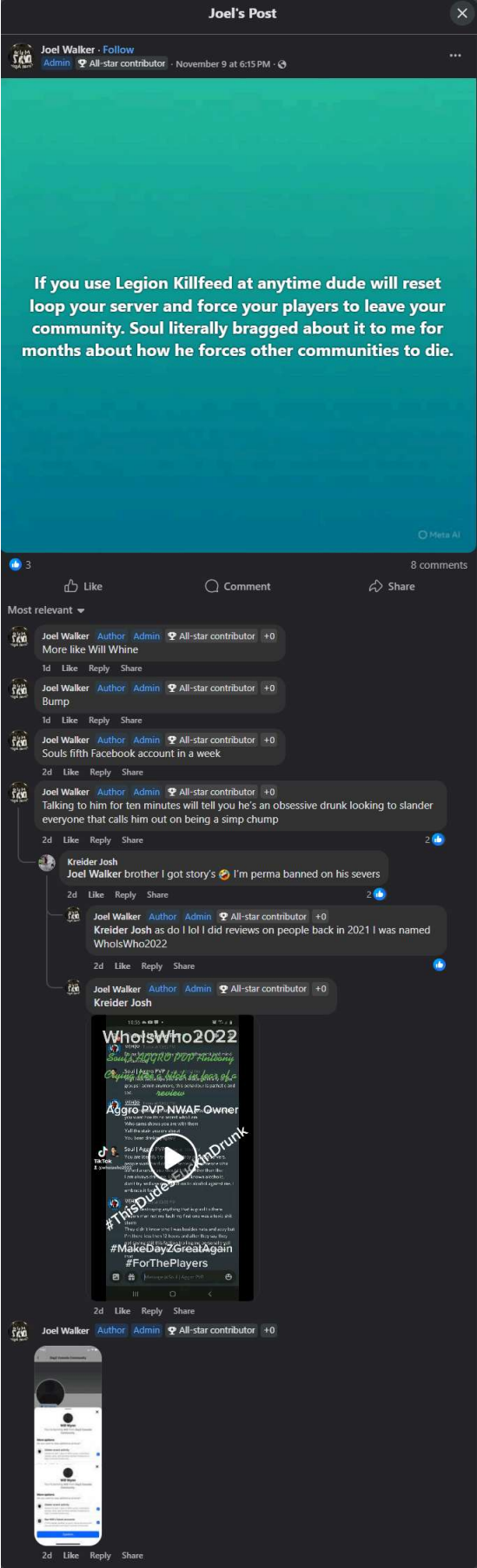


<https://they-wish-i.died.space/kids-unsafe-in-jackalope-dayz>



<https://they-wish-i.died.space/kids-unsafe-in-jackalope-dayz>

I reported the Facebook post and supplied Discord with all the files showing that the facebook group with 33,000 members is solely run by Joel Walker and used by him to attack anyone and everyone in the DayZ community who he disagrees with, plus a link to a detailed evidence archive that directly contradicts those pedophile accusations. Discord therefore had clear evidence for at least four days that the pedophile allegations were false and that I was the target of a coordinated competitor campaign.



<https://they-wish-i.died.space/kids-unsafe-in-jackalope-dayz>

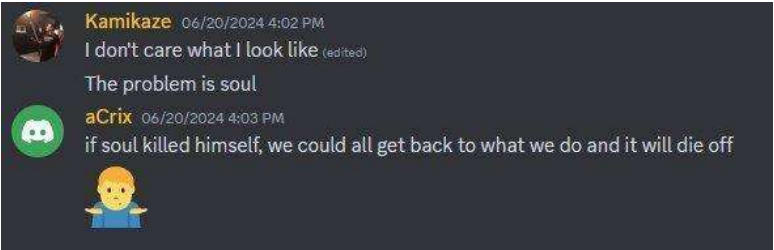
On 4 November 2025 Discord applied another “harassment and bullying” strike to my account. This time the “offending” message was a link I posted which clearly and explicitly stated that it was evidence contradicting Joel Walker’s pedophile accusations, it explicitly stated it was an evidence archive. At worst, an agent may have misunderstood the link as “doxxing”, but Joel Walker uses his real name while attacking people and any human who actually opened it would see that I was defending myself against false allegations using documented evidence, not attacking or threatening anyone.

Despite all of this, Discord has left both strikes in place against me until 2027 while the people who initiated the abuse remain active.

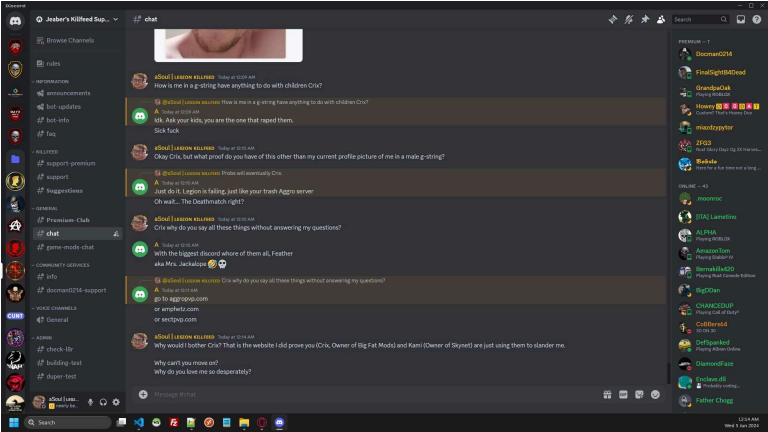
I have filed multiple tickets (including 58942905, 61451498, 61451749, 61451054, 61465755, 61691061, 61770202, 61771050, 61771054 and 61942766) setting out the full chronology, user IDs and a detailed evidence archive. Those tickets show a pattern of:

- Canned responses that close appeals without any meaningful evidence review.
- Repeated instructions to “use the in-app reporting tools” even though I have already done so for years.
- A recent stated position that Discord is “unable to use screenshots, bot logs, off-platform information or attachments to verify content”, even though earlier tickets from 2022 show Trust & Safety explicitly thanking me for screenshots and encouraging me to keep providing message links and IDs.
- A refusal to acknowledge that these strikes have been applied to the reporting victim rather than to the harassers whose behaviour I documented.

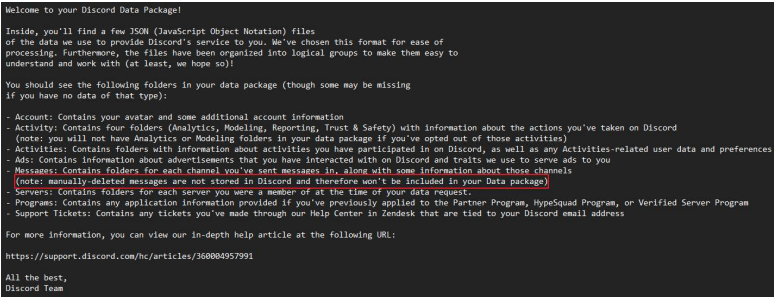
At one point, after months of this pattern, I lodged an appeal ticket explaining that after years of being told to kill myself I felt like I might as well “do what they’re telling me to do and just kill myself”. That ticket, which contained an explicit self-harm statement in the first paragraph, was marked “Solved” within minutes with no reply whatsoever.



<https://they-wish-i.died.space/public>



<https://they-wish-i.died.space/public>



<https://they-wish-i.died.space/public>

Discord’s own data-export README states that manually deleted messages are not stored in Discord and will not be included in my data package. This means that when abusers delete their messages, Discord retains no copy of the content in its logs. At the same time, Trust & Safety now claims it cannot consider screenshots, bot logs or off-platform evidence. In practice, this combination guarantees that there is no durable path to prove abuse: the only surviving record of deleted harassment is the very evidence that Discord refuses to look at.

From a consumer-law perspective, I believe this conduct breaches the guarantees of due care and skill and fitness for purpose under the Australian Consumer Law:

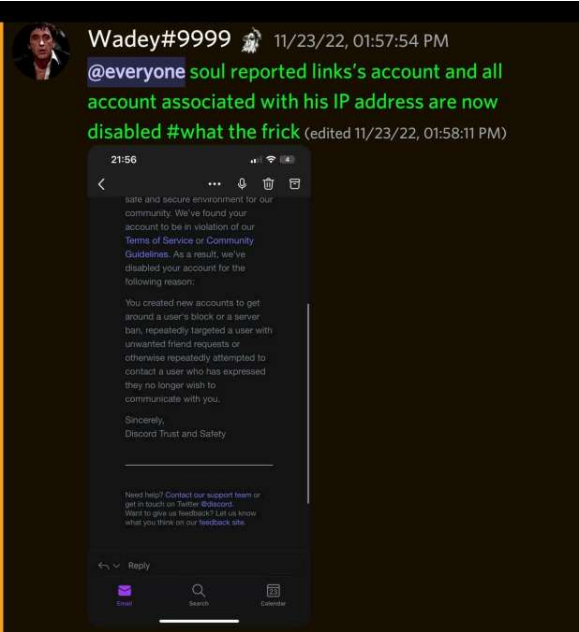
1. Discord markets itself as a safe, moderated communications platform but is failing to exercise due care and skill in complaint handling and enforcement. Tickets are being

closed with template text instead of genuine review of the record.

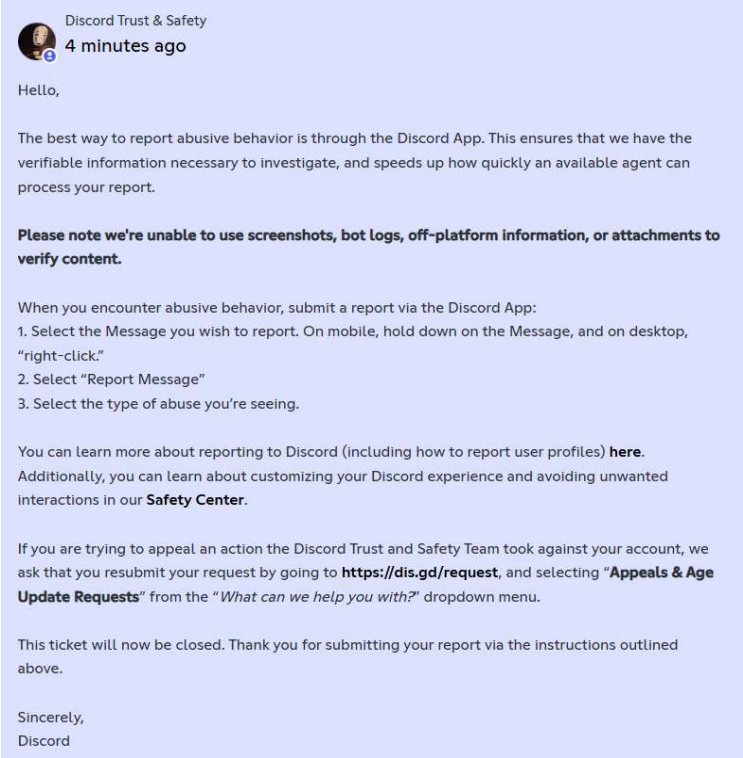
1a. Discord's Family Support section is entirely unmanned, I have had a ticket open in there for 30 days without a response.

- 2. For a paying small-business customer who relies on Discord to deliver support and community services, a platform that repeatedly penalises the reporting victim while allowing a coordinated harassment campaign to continue is not fit for the purpose for which it is acquired.
- 3. The combination of:
 - taking subscription fees,
 - restricting my account and ability to operate my business, and
 - issuing account-standing notices that state I “broke Discord’s rules for harassment and bullying”while ignoring clear contrary evidence is, in my view, misleading and unfair.
- 4. There is an element of competitor interference. The primary harassers are staff and associates of a rival Discord bot who have openly encouraged others not to use my product. Discord has been repeatedly notified of this context, of the links between accounts, and of the ongoing business harm, yet continues to apply enforcement to me instead of them.

The impact on me and my business has been significant. The campaign has diverted customers, damaged my reputation in a niche market, and forced me to spend hundreds of hours documenting abuse across multiple platforms instead of working. The latest enforcement has left harassment strikes in place until 2027, restricted my ability to communicate with customers, and pushed me into severe psychological distress. I am an adult trying to reach a human being at Discord before I give up entirely and just do what it feels is clear discord and my harassers want me to do. No matter where I raise the ticket, I continue to receive automated replies.



<https://they-wish-i.died.space/public>



The scrubbed json below directly contradicts this statement & the person the below tickets were about is still involved in this harassment that is ongoing.

This is hard evidence that discord is operating in bad faith with their intentionally refusal to address harassment they previously took action against and an attempt to hide the evidence below by scrubbing it from my profile then telling me they don't accept screenshots.

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  "30339510": {
    "ticket_id": 30339510,
    "created_at": "2022-11-23T01:05:11+00:00",
    "status": "deleted",
    "subject": "SCRUBBED",
    "comments": [
      {
        "author": "User",
        "comment": [
          "His new discord ID: 7200323963969864",
          "where admits it is him on a new acco",
          "The discord he has been harassing: 7",
        ],
        "created_at": "2022-11-23T23:26:35+00:00"
      },
      {
        "author": "Agent",
        "comment": [
          "Hello,",
          "Thank you for bringing this issue to",
          "Please note that for privacy reasons",
          "If this user continues to create alt",
          "If the user is attempting to evade a",
          "We truly appreciate your efforts in",
          "For future reference, here are some",
          "Four steps to a super safe account",
          "Four steps to a super safe server",
          "Sincerely,"
        ]
      }
    ]
  }
}
```

"Discord Trust & Safety"	
],	
"created_at": "2022-11-23T21:53:23+00:00"	
},	
{	
"author": "User",	
"comment": "After I reported his account he m	
"created_at": "2022-11-23T01:26:48+00:00"	
},	
{	
"author": "User",	
"comment": [	
"This Links#9999 guy keeps posting my	
"he has a discord server full of peop	
"https://ptb.discord.com/channels/896	
"https://ptb.discord.com/channels/896	
"https://ptb.discord.com/channels/896	
"https://ptb.discord.com/channels/896	
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],	
"created_at": "2022-11-23T01:05:11+00:00"	
},	
{	
"author": "User",	
"comment": [	
"##- Please type your reply above thi	
"Hello,",	
"We just want to confirm that we've r	
"If you feel that you or another indi	
"Thank you,",	
"Discord Trust & Safety",	
"[L73R2K-K26DX]"	
],	
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},	
{	
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"comment": [	
"He even admits to making a new accou	
"https://ptb.discord.com/channels/896	
"After I reported his account he made	
],	
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```
    }
  ]
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  "subject": "SCRUBBED",
  "comments": [
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      "comment": [
        "My previous report relates to this o",
        "are posting my address.",
        "938503815466983477 is one of them."
      ],
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    },
    {
      "author": "Agent",
      "comment": [
        "Hello,",
        "Thank you for bringing this issue to",
        "Please note that for privacy reasons",
        "We truly appreciate your efforts in",
        "Sincerely,",
        "Discord Trust & Safety"
      ],
      "created_at": "2022-11-30T00:01:38+00:00"
    }
  ]
}
}
```



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Comments

0 comments

Sort by ▾

 Soul

26 days ago Pending approval

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Need a test case for your support system?
<https://support.discord.com/hc/en-us/requests/30339510>
<https://support.discord.com/hc/en-us/requests/30414871>
<https://support.discord.com/hc/en-us/requests/58942905>
<https://support.discord.com/hc/en-us/requests/61451498>
<https://support.discord.com/hc/en-us/requests/61451749>
<https://support.discord.com/hc/en-us/requests/61451054>
<https://support.discord.com/hc/en-us/requests/61465755>
<https://support.discord.com/hc/en-us/requests/61691061>



https://support.discord.com/hc/en-us/requests/61771050
https://support.discord.com/hc/en-us/requests/61770202
https://support.discord.com/hc/en-us/requests/61942766
https://support.discord.com/hc/en-us/requests/61943467
https://support.discord.com/hc/en-us/requests/61943102
https://support.discord.com/hc/en-us/requests/61973127
https://support.discord.com/hc/en-us/requests/61977122



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	Feedback	Acknowledgements
	StreamKit	Licenses
	Creators	Company Information
	Community	
	Developers	
	Gaming	
	Quests	
	Official 3rd Party Merch	

