

Voices Unhidden™

Complaint Submission Guidelines & Requirements

Purpose

Voices Unhidden™ accepts written complaints, concerns, and reports related to technology-facilitated harassment and stalking (TFHS), digital safety concerns, organizational conduct, or matters directly connected to the organization's mission.

To ensure fairness, professionalism, and appropriate review, individuals submitting complaints must provide sufficient information and supporting documentation at the time of submission.

How to Submit a Complaint

Complaints may be submitted through:

- Email
- Website contact forms
- Official organizational reporting forms
- Other designated organizational communication channels

Anonymous complaints may limit the organization's ability to review or respond effectively.

Required Information

Individuals submitting a complaint should provide, when reasonably possible:

- Full name or preferred identifier;
- Contact email or method of communication;
- General description of the concern;
- Relevant dates and timeline of events;
- Names or identifiers of involved individuals or accounts;
- Description of how the matter relates to Voices Unhidden™ or its mission;
- Copies of relevant documentation or supporting materials.

Documentation & Specificity Requirements

Generalized statements such as "I am being harassed," "I am being bullied," "someone is talking about me," or similar broad allegations, without supporting context or documentation, may be insufficient for organizational review.

Whenever possible, complaints should clearly identify:

- The specific conduct being alleged;
- What was said or done;
- Who engaged in the conduct;
- Relevant dates or timelines;

- Whether the conduct was public or private;
- And how the conduct relates to technology-facilitated harassment, stalking, retaliation, intimidation, defamation, coordinated targeting, or related concerns.

For example, allegations involving repeated public accusations, coordinated attacks, threats, false statements, unwanted monitoring, exposure of personal information, impersonation, or ongoing targeted conduct should include specific examples, screenshots, links, timestamps, recordings, or other supporting materials whenever reasonably possible.

Voices Unhidden™ may be unable to meaningfully evaluate vague, generalized, unsupported, or purely subjective interpersonal complaints lacking identifiable conduct or documentation.

Supporting Documentation

Whenever possible, complaints should include relevant supporting evidence such as:

- Screenshots;
- Emails;
- Messages;
- Public posts;
- Video clips;
- Links;
- Timestamps;
- Written statements;
- Or other relevant records.

The organization reserves the right to request additional clarification or documentation when necessary.

Scope & Organizational Limitations

Voices Unhidden™ is not:

- A law enforcement agency;
- A court of law;
- A legal services provider;
- A medical or mental health provider;
- A crisis response agency;
- Or a social media arbitration or creator-dispute platform.

The organization reserves the right to decline involvement in:

- Interpersonal online disputes unrelated to TFHS education or advocacy;
- Creator conflicts;
- Retaliatory complaints;

- Harassing or bad-faith submissions;
- Matters outside the organization's mission or operational capacity.

Disengagement & Ongoing Participation

Voices Unhidden™ recognizes the importance of disengagement and appropriate boundary-setting in many interpersonal online conflicts.

If the organization observes that an individual continues to voluntarily engage in, escalate, encourage, or participate in ongoing public disputes, retaliatory exchanges, harassment campaigns, or creator-related drama, the organization may decline involvement or discontinue review.

The organization reserves the right to determine whether a matter falls within its mission, educational focus, and operational capacity.

Expectations for Submissions

Complaints should be submitted respectfully and professionally.

Threats, harassment, abusive language, intimidation, retaliatory conduct, or attempts to pressure organizational action through public attacks, reputational threats, donor pressure, or social media campaigns may result in limited or discontinued communication.

Review Process

Submission of a complaint does not guarantee:

- Investigation;
- Organizational action;
- Public statements;
- Removal decisions;
- Mediation;
- Ongoing communication;
- Or continued organizational involvement.

Voices Unhidden™ reserves the right to evaluate complaints based on:

- Available information;
- Organizational relevance;
- Credibility;
- Safety concerns;
- Documentation provided;
- And available organizational resources.

Organizational Discretion & Communication Limitations

Voices Unhidden™ is not obligated to disclose, discuss, or provide updates regarding:

- Internal reviews;
- Evaluations;
- Coaching;
- Retraining;
- Corrective actions;
- Volunteer matters;
- Separation decisions;
- Partnership matters;
- Internal communications;
- Or any organizational action that may or may not result from a submitted complaint.

To protect privacy, organizational integrity, safety, and confidentiality, Voices Unhidden™ reserves the right to limit or decline further discussion regarding internal organizational considerations or actions.

Submission of a complaint does not create an entitlement to:

- Ongoing communication;
- Investigative participation;
- Internal documentation;
- Disciplinary disclosure;
- Or organizational action.

Privacy & Confidentiality

Complaints and submitted materials will be handled in accordance with the Voices Unhidden™ Privacy & Confidentiality Policy.

Individuals should avoid submitting sensitive information they are uncomfortable sharing electronically.

False or Misleading Submissions

Knowingly false, misleading, retaliatory, fabricated, malicious, or bad-faith submissions may result in the organization declining further engagement or participation.

Policy Review

These guidelines may be updated periodically as Voices Unhidden™ expands its programs, reporting systems, educational services, and organizational infrastructure.