

Initial Email sent to Arthur on June 14th, 2019.

Good afternoon Arthur, it's a pleasure to meet you! I'm surprised our paths haven't crossed in the past, but it's always good to meet a fellow veteran game developer.

I wish I was reaching out under better circumstances, but I felt compelled to share an experience I recently had that reflects a larger issue with the Grim Dawn community; something I'm not sure you're aware of. I've done everything I can to try and address these problems and facilitate a positive result, but every effort has gone either wholly ignored or has been met with unprofessional, improper, and even concerning response.

I'm including copies of private messages to your administrators, namely Medea and Zantai. These copies speak for themselves and document the core of the issue(s) that came up, and the mishandling of more serious problems by members of your staff. The recommended order of Reading is starting with Item 1 and finishing with Item 5.

I wanted to wait a week or so before I reached out to you so I had proper time to digest the events and decide if this issue warranted bringing to your attention. I think it's important because it's my personal and professional opinion the forums are being mis-managed and encouraging a bad culture that drives many people away. Please note this feedback is specific to my experience in the "Classes, Skills and Builds" subcategory of the Forums.

The core issue is the above-mentioned subforum is monopolized by a handful of elitist narcissistic posters who flood, control, berate and harass; mainly through passive aggressive behavior, but occasionally through overt intentional harassment. This isn't just my opinion; I've spoken with some of the top Twitch Grim Dawn Streamers who have told me they intentionally stay away from the forums because of "certain toxic members". Not only are the toxic people on the Grim Dawn forums, they also carry their behavior to Reddit as well, where they're executing their same nefarious and harmful behavior, unimpeded. They seem to stay away from Facebook; probably because they'd lose their anonymous status and quickly be held accountable (it's been my experience the Facebook Grim Dawn community is the best out of all of them – I've only had a positive experience there).

In order to keep this initial overview as short as possible, please review the attached messages, which outline the issues and handling of the issues by your staff.

I'm not sure if you're aware, but I have an extensive background in running online gaming communities that goes back to the 90's. This includes dealing with some of the most toxic and notorious people in the industry; we're talking the real-deal narcissists, sociopaths and even psychopaths. With more than two decades of experience, I have a keen eye for online troublemakers and can quickly identify people who are going to be a problem.

This whole issue started due to the fact there are very few leveling guides for builds on the forums. The majority of posts are end-game min/max builds that new and returning players can't make heads or tails of (and honestly don't know how to level). When I returned to Grim Dawn roughly 6-weeks ago and brought up a lack of proper leveling guides in the forums, I was quickly berated by certain forum members who are some of the most active posters. So, I decided to lead by example. I began creating guides (11 in total now) specifically designed to help new and returning players, and posted them in the Grim Dawn forums. They were well-received, but as I continued to post more, certain toxic members

began to berate solely for the purpose of harassment, not for constructive feedback. The attached messages document the events appropriately.

As you can see from the attachments, I went out of my way to privately handle the issues with the administrators. Most of the correspondence was ignored (and the few responses I received were haphazard at best), and Medea even recommended I leave the community (which in and of itself was absurd, as I had done no wrong; quite the opposite, I was acting to enrich the community). After the explosion of the 10th build (where these individuals were now on full throttle due to no discipline for their actions) paired with Zantai also berating me (for doing no wrong) and also recommending I should leave the community (which was also absurd), I decided to pull my builds from the forums and move them to my privately hosted website (<https://www.requinox.com/grim-dawn-forgotten-gods-best-starter-builds-2019>). In doing so, I replaced each build with the following text:

It is with sadness and disappointment that I've decided to pull my builds from the Grim Dawn community forums and move them to a different platform. This is after spending hundreds of hours and more than a month focused on creating numerous detailed build guides for new and returning players. These guides will be hosted on a private website and made available to the public through the new Grim Dawn Builds Subreddit (<https://www.reddit.com/r/GrimDawnBuilds>) where constructive feedback and discussion is welcome, free of any drama or toxic people. My decision is due to a failing community culture in the Grim Dawn Forums that allows and even endorses toxic members to monopolize and harass posters, all without repercussion. This is not an environment I support or want to be a part of. I hope the individuals running Crate take interest in addressing these ongoing problems to build a better future for the Grim Dawn community.

While one could say my choice to leave the forums was voluntary, it really wasn't. Zantai and Medea guaranteed I was forced out by failing to uphold any reasonable rules of discipline against the trouble makers, and each insinuated I should leave the community. They didn't want to deal with the real problem, they just wanted it to end. **This lazy and unethical stance rots at the core of what the forum culture has become, and Zantai is the root of it.**

While there's no question a handful of people in the forums are causing 95% of the issues, the real reason they are empowered to do what they are doing is because of Zantai and his horrible mismanagement of the forums and culture within the forums. It's not just my opinion; he actually posts rules that look as if they were written by a fraternity lead, such as "don't be an asshole". I was going to link to you the posts he made a week ago that included poorly written rulesets (which included "don't be an asshole") but it's been removed from the new forums (at least I can't find them). However, this is the "quality" of representation that Zantai brings to the community, and it's amateur at best. I've also had enough correspondence with him to know he has no real ethical or moral standards when it comes to identifying malicious behavior or intent in an online community. He treats good and bad people the same and refuses to categorize their behavior and differentiate people's intentions. This ensures a complete failure to consider and apply the motives and intent behind somebody's actions, a critical requirement for an experienced community manager.

Not only did Zantai delete all my build posts but one, he edited and amended my initial post with his berating statement, talking about "ego wars", etc. To be clear, he actually edited my post to include his statement inside my post. This was rather alarming as it's common knowledge among community moderators that you do not edit people's posts. An administrator responds or deletes. For him to have

edited my post is another sign he simply doesn't understand the unspoken rules of administering forums. Note I deleted his edits to my post and returned it to the original state. He also left the final (tenth) posted build "back and forth" on the forums for everyone to see (<https://forums.crateentertainment.com/t/1-1-2-5-mr-bloodydots-vitality-bleed-conjurer-complete-build-leveling-guide/51277/14>) which clearly outlines the toxic people I've had to deal with. Note the correspondence in this thread is after ignoring these people for 9 previous build posts (outlined in the Item 5 attachment). I finally had enough and decided to deal with the problem myself since the administrators weren't doing anything. My conclusion in Item 5 to Medea/Zantai encapsulates the reality of this problem precisely (remember, I didn't defend myself until the 10th build post):

To wrap up, you said "I have yet to see you ignoring anyone's responses to your builds". I have just proven with fact that your statement is absolutely false; quite the contrary, I have gone out of my way to ignore negative responses. This is very concerning because it tells me you really don't keep track of what's going on, and more importantly, identify patterns of behavior and intent. No wonder you're treating me as poorly as these "rotten people". You think I'm behaving one way when that's not the case – at all. I've gone out of my way to avoid conflict, yet I receive no consideration for such. To the contrary, you accuse me of acting in a fashion completely opposite of how I've really behaved. This is why the community has the problems it has and why these issues are getting worse...

The other telling issue regarding Zantai is the current state of the community. Even if you remove my opinion from this subject (and all of this correspondence) there are many good people that avoid the forums because of the handful of toxic people that thrive unimpeded. This is under the watch and even direction of Zantai and his administrative style. If Crate is OK with that culture, then my correspondence here is moot, but at least I've tried one last time to address a growing problem that many others have identified and avoid.

As you can see in the attached correspondence, all of my messages to your administrative team were professional, detailed and concise. I also outlined the reason why these issues needed to be addressed (to prevent continued harassment, etc.). Not once did I receive an intelligent, proper, or accurate response to any of this correspondence, and Zantai never directly responded to me. Instead he made public statements attempting to insinuate I was a part of the problem while completely ignoring the intentions and actions of the toxic members. That's another telling factor of concern regarding the current administrative environment.

So here we are. I went out of my way to create top notch build guides for Grim Dawn, was attacked by well-known problem makers in the forums, ignored the attacks until they persisted for too long, then was berated by your staff for defending myself. Not only did your administrators do nothing to address the real source of the issue, they empowered these individuals by refusing to uphold the rules and even recommended I leave the forums.

This is the culture of the Grim Dawn forums, and it's rotten.

Additionally, because your staff have completely mishandled these issue, I am now under constant harassment on Reddit (in the GrimDawn subreddit) by these individuals as well (note this started only after the 10th build post). I cannot post anything relative to Grim Dawn without being downvoted into the negative, or receiving statements with the sole intent on discrediting and harassing. These individuals are executing a personal vendetta to silence everything I say and do because their behavior

goes unhindered. While I understand this particular example is a Reddit issue, the origins come from the mishandling of problems on the Grim Dawn forums. This happened because Zantai did not do a reasonable job of identifying, determining and then properly acting on behavior any rational person would identify as harmful, malicious and/or harassing. As such, these individuals have been taught by Zantai and his staff that their negative, harassing and harmful behavior is allowed. So there's no reason for them to stop.

There is an opportunity here. Hiring an experienced and capable community manager would remove the burden of forum administration from Zantai (so he can focus on game design) while also enriching the forums (and community as a whole, including Reddit and the Facebook community) with a dedicated and focused individual who knows how to lay out proper rules, support good, and remove bad behavior. I think such a decision would only enhance the Grim Dawn community and product line.

I hope this correspondence entices some sort of change and/or shift at Crate to make the Grim Dawn community a better and welcoming place for all gamers.

Email sent on June 24th, 2019 in response to Arthur Bruno's response to my initial contact. I've omitted his response because it's private and I do not have his permission to share the content.

Good morning, Arthur. I appreciate your response. Both of us have put substantial thought and time into our communications.

I understand the nature of your response. I also understand you do not have an active community participation or administration background. I also understand the GD forum community represents only a fraction of active players.

My stance is any job worth doing is worth doing well and it should be about quality, not quantity. If a company decides to host and manage a community, I believe it should be done as best as possible. Your response explains why the forums were constantly down and having issues over the years. They just weren't a priority. I am also familiar with "wheaton's law". For clarification, it's just a made-up statement from a gaming actor. Hardly a valid standard other than ad-hoc quick-reference gaming mantra. It's a good rule when playing, but it's not the basis of proper community management. If this is indeed the standard by which your admins have managed the GD forums, it explains the current culture.

We obviously have differing view on these issues based on our background and experience. All I can say is because your moderators failed to identify and act on bad behavior and malicious intent by a handful of vindictive users, I'm now dealing with regular (often daily) harassment on reddit by the very same people I left the forums to avoid; something I've never had to deal with in 11 years as a redditor. These individuals have teamed up with the simple goal to push me out of the Grim Dawn community any way possible, and I have done nothing to interact with them since my last forum engagement – yet they persist because they are narcissistic and vengeful individuals who are going unchecked (thus believing their behavior is acceptable). One of them even said in your forums it was their personal mission to stop me from posting build guides. We're talking next level crazy. Their behavior violates every rational online rule and qualifies as harassment, vote manipulation (for reddit) and bullying. By doing nothing to stop this behavior, your team has endorsed this behavior. This is completely unethical. Once again, I left the forums because of these people, and they followed me to reddit to continue their deplorable behavior. **This is an ongoing problem I now have to deal with almost daily.**

What happened and is continuing to happen reflects how your team's administration standards are so low that it guarantees good people are pushed out of the community environment and continually harassed by a handful of troublemakers that are the root of nearly every issue in the forums. As I mentioned, this is reaffirmed by numerous others I have spoken with in Twitch; good people that are respected and treat others properly – but more importantly, love Grim Dawn.

By the way, while the number is small in comparison to the number of units sold, I get more than 1,000 unique hits per day on my Grim Dawn Builds post (<https://www.requinox.com/grim-dawn-forgotten-gods-best-starter-builds-2019>). People are looking for this content, and they are not finding it on the forums because they are dominated by the very people who are now harassing me on reddit. If this content was on your forums, they would be more active, and entice others people to create similar quality content.

To claim this issue isn't serious (or at least concerning) or I somehow engaged in a "wrong" worthy of this continued behavior isn't just absurd, it's wholly false to the point anyone making such a statement

is either completely naïve of the facts or complacent and acting to avoid accountability for their own failure to act in a reasonable fashion.

Your “fresh start” recommendation also shows a complete disconnect from what it really means to be an active member of online communities. Insinuating an individual who has an established user name and account should abandon it and start a new one to avoid people who are engaged in behavior inciting such an abandonment merely misplaces the real problem and responsibility. Failure to identify good from bad, right from wrong, and take action is the root of this problem.

I’ve seen the impact of horrible and toxic people going unchecked online; they spread like a virus and slowly destabilize communities while pushing good people out and spreading misinformation and inciting bad behavior by example. Yes, the size of the active GD forum community is only a fraction of the entire playing (or active) base; however as I mentioned, it should be about quality, not quantity. It’s important to have a positive and supportive environment for the players looking for such a place.

Crate is your company and Grim Dawn your product. The community is yours to run as you see fit. The best I can do is share my thoughts in the hope of positively influencing some sort of action to address the problems that I have experienced (and confirmed others have as well).

Ultimately, with a few adjustments, I think the Grim Dawn community could thrive, grow, and turn into a positive environment for all players; even if only a fraction of them use it.

I hope this response entices some sort of adjustment to make things better.

Have a great week!

✉ Something you might want to investigate...

Requinox Supporter

17d

Morning Medea - I thought I'd share with you a little of what I'm dealing with on Reddit so you could better understand an underlying problem with key members of the community, since the GD forums is where this problem originated. A handful of what I am now personally referring to as the "Grim Dawn Elitist Narcissists" are teaming up to downvote any positive feedback on my builds on reddit:



If you scroll down you'll see a number of posts that you have to click the (+) on that are "below threshold" because they have been downvoted so much. These are simple "thank you" and "great guides" responses – nothing more.

There's no question this is a focused act of censorship executed by a collaborating group of members originating from the Grim Dawn Forums community.

I'm quite confident malawiglenn was originally at the heart of it, but I'm sure mad_lee and a few others are now teamed up as well (including Xervous).

I believe you could confirm the foundation/framework for this collaboration of harassment and censorship if you were to review private messages between the GD forum accounts I've mentioned above.

This "sickness" is a problem for the GD community. I noticed it immediately when I started posting in the way certain "active veteran members" behaved, and we're now seeing a handful of people teaming up and going out of their way to engage in harassment and censorship.

While I understand you have no involvement in or association with the reddit GD community, I believe you can confirm what is going on over there originated in your community here by reviewing private messages between certain members.

The reason this is important is because they are actively trying to control, discredit and remove legitimate content and information that is good for the community shared by other people.

I believe this is worthy of investigation, but ultimately it's up to you.

Dealing with a serious issue...

Requinox Supporter

13d

May 31

NOTE: I also sent a copy of the below to Medea. The message system errored out when I tried to send to both of you.

This is what happens when a handful of rotten individuals act to control content on your forums (<https://www.grimdawn.com/forums/showthread.php?t=84596>). I warned about this in the past and saw the patterns of this behavior months ago. I usually ignore the dribble posted by these folks, but some of them are simply hellbent on discrediting everything I post every time I post it to the point I am compelled to defend myself against their obvious unprovoked attacks. As I mentioned to medea in a message I sent last week, I've been dealing with this crap on Reddit as well, where these same users violated Reddit rules by engaging in vote manipulation by downvoting positive feedback and the build guide links I provided (https://www.reddit.com/r/Grimdawn/comments/bthv84/grim_dawn_forgotten_gods_best_starter_builds_2019/). Note the reddit administrators are still investigating this issue.

These individuals have created an unspoken fear in the forums; people don't want to deal with their bullshit. I've confirmed this with many streamers and other individuals privately on other mediums (some people simply stay clear of the forums because of these individuals). I just happen to be resisting their rotten and controlling attitudes and am now fighting a team of bullies.

I've put a lot of time, energy and effort into trying to enhance the community with solid guides, enticing people to play and enjoy Grim Dawn.

These individuals are hellbent on tearing all of that down. This is obvious. They have also teamed up to accomplish this goal (they are colluding to disparage, harass and discredit - that alone should be grounds for being banned). All of this is obvious (linking the posts and behavior in the forums and reddit). Heck. Even Nery has a quote from Heapheaus in his signature line. Go and look what Heapheaus stated in the above reddit link and look at the votes. These guys are all in bed together, and they are dominating your forums, harassing and pushing out anyone they want.

Is this the sort of behavior you want in the Grim Dawn forums? A lot of people see this behavior and silently come to their own conclusions.

What does this behavior, unchecked, and unpunished, represent for the community?

I'm certainly growing tired of dealing with these rotten individuals and am losing interest in continuing to post build guides for new players. Why do it when this is all I deal with?

Simply deleting posts like you've done in the past isn't going to solve this issue. These people need to be banned for their behavior; temporarily or permanently.

One thing is for sure - this needs to be addressed.

1 / 3
Jun 1

13d ago



jjaco Super Moderator

13d

Message read and I will admit, I stay out of build threads unless my attention gets specifically drawn to them. So all that has transpired is largely new to me, with the exception of some discussion on this topic in the moderator sub-forum.

I will read up on it some more and try to see what can be done.

Thanks for your message.

Requinox:

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Requinox Supporter**13d**

jjaco:

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I will read up on it some more and try to see what can be done.

Thanks for your message.

Thanks Jiaco; as an ex-game developer who has also run communities similar to this, I understand executing administrative authority must be done with consideration and fairness. I only hope you're able to do some research and perhaps even review private messages between specific members in question (I know malawiglenn is a part of all of this - it really started with him and his harassment of me, not only here but on Reddit as well) showing collusion and an intent to harass.

If I can answer any questions, feel free to reach out directly.

Thanks again for looking into this.

Accusations

[medea_fleecestealer](#)  Super Moderator

19d

I see there was another one this morning in your COLDYLOX thread.

May I suggest you either don't post grimtool links you find from Twitch and other sources and just stick to your own build and therefore don't need to credit anyone or do due diligence when researching and give credit where credit's due.

Note that your link to Reinan22 in that thread doesn't work either.

[Requnix](#) **Supporter**

18d

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Morning Medea! There's a larger underlying problem here where a handful of toxic troublemakers are doing everything they can to cause problems; this includes contacting other users and inciting them to cause problems while also using Reddit as an alternative medium to harass me (something you're probably unaware of). Luckily the block feature works well there. These people are going out of their way to engage in defamation and discredit my posts any way they can. It's intentional and done with an evil mind and evil hand.

I'm not aware of any wrongdoing of any kind on my part – I've done everything I can to go beyond what other players would relative to providing credit when I am able; of course that is never being appreciated or even cited. Additionally, I notice that GD moderators will "clean things up" but that's it. This does not encourage these individuals to behave any differently, which is why the problems persist – and my understanding is the people at the core of the drama have engaged in similar behavior with other people on and off for quite some time.

Additionally, you are asking me to not reference any GrimTools links circulating on the internet to avoid these rotten people acting absurdly to simply throw a fit over trivial and ultimately ridiculous reasons. That makes no sense, and ultimately takes away from the GD community. It also supports their hostile, controlling and absurd behavior. Note I already asked the GrimTools author if he could embed an "Author" feature in the GT system, which could resolve this issue entirely. I've gone out of my way to address the core of this issue, something (to my knowledge) nobody else has done. That should speak for itself.

Your community has a problem; there's a handful of troublemaking toxic narcissists who simply cause problems and like to dominate other people (usually in a passive aggressive fashion). I've personally spoken with many top Grim Dawn streamers (good people) who make it clear they "stay clear" of the Grim Dawn forums because of these types of people. It's not just me who recognizes this issue.

It's one thing to neutrally and equally moderate forums and enforce specific rules; it's another to avoid a bigger underlying and ongoing issue and deal with the real source of a problem - and I'm fairly certain it's not me.

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No Reddit, FB, Twitter, etc, aren't my things though if Zantai keeps posting spoilers for the town builder on those I may have to join up.
:eek: There is also an ignore feature here which you may want to use for certain members.

That said we are well aware of members who are likely to cause trouble and if they overstep then they will be dealt with.

Although I don't visit any other gaming ones except for the TQF forum that I own, I've read that many people consider the GD forum to be one of the least toxic out there. Indeed a lot of people are surprised and pleased to find how welcoming and helpful the community is compared to other forums they've visited. It's an attitude that both Medierra and Zantai have encouraged over the years and will continue to promote as the forum grows.

Requinox Supporter

18d

I appreciate your response; as an individual who has administered multiple game communities in the past, I understand the difficulties that can come with your responsibilities.

I am also supportive of making the GD community as inviting and welcoming as possible to any and all players, one reason I created the guides. I hope the work I've produced and the way I've interacted with the community represents that disposition. I just have absolutely no tolerance for toxic or rotten people. I learned years ago some people will just never shut up, some thrive on drama (which they create), others have to control the content, and a few simply cannot be dealt with (and have traits of a mental disorder). Many of these people are narcissists, others are just rotten. The approach I take is to simply tune them out and ignore them whenever I can. I do think there are a few key people at the root of nearly all of the problems on the forums, and more severe discipline could help address the issue (through private correspondence, preferably). An investigation of private messages (via the GD Forums) of the people in question could also support proper disciplinary action relative to the issues tied to our correspondence.

I hope my guides have set a new standard that is helpful for the community, which was my goal.

Thanks again for the follow-up, and feel free to reach out to me again anytime in the future.

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This is what happens when a handful of rotten individuals act to control content on your forums (<https://www.grimdawn.com/forums/showthread.php?t=84596>). I warned about this in the past and saw the patterns of this behavior months ago. I usually ignore the dribble posted by these folks, but some of them are simply hellbent on discrediting everything I post every time I post it to the point I am compelled to defend myself against their obvious unprovoked attacks. As I mentioned to medea in a message I sent last week, I've been dealing with this crap on Reddit as well, where these same users violated Reddit rules by engaging in vote manipulation by downvoting positive feedback and the build guide links I provided (https://www.reddit.com/r/Grimdawn/comments/bthv84/grim_dawn_forgotten_gods_best_starter_builds_2019/). Note the reddit administrators are still investigating this issue.

These individuals have created an unspoken fear in the forums; people don't want to deal with their bullshit. I've confirmed this with many streamers and other individuals privately on other mediums (some people simply stay clear of the forums because of these individuals). I just happen to be resisting their rotten and controlling attitudes and am now fighting a team of bullies.

I've put a lot of time, energy and effort into trying to enhance the community with solid guides, enticing people to play and enjoy Grim Dawn.

These individuals are hellbent on tearing all of that down. This is obvious. They have also teamed up to accomplish this goal (they are colluding to disparage, harass and discredit - that alone should be grounds for being banned). All of this is obvious (linking the posts and behavior in the forums and reddit). Heck. Even Nery has a quote from Heapheus in his signature line. Go and look what Heapheus stated in the above reddit link and look at the votes. These guys are all in bed together, and they are dominating your forums, harassing and pushing out anyone they want.

Is this the sort of behavior you want in the Grim Dawn forums? A lot of people see this behavior and silently come to their own conclusions.

What does this behavior, unchecked, and unpunished, represent for the community?

I'm certainly growing tired of dealing with these rotten individuals and am losing interest in continuing to post build guides for new players. Why do it when this is all I deal with?

Simply deleting posts like you've done in the past isn't going to solve this issue. These people need to be banned for their behavior; temporarily or permanently.

One thing is for sure - this needs to be addressed.

✉ Your handling of the issue was completely improper

Requinox Supporter

12d

Jun 1

Medea, your handling of the issue was completely improper. You have a harassing, elitist group of toxic and controlling individuals in your forums that you refuse to do anything about, and you shut down a build thread posted by an individual – me – who simply defended themselves against unfounded harassment of people who are already notoriously known in the community to be toxic. **By the way, this was their goal – to shut down my content. You played right into their hands.**

1 / 2
Jun 1

In the past I have ignored these rotten people and their continued harassment not only in the GD forums, but in other mediums as well. I shared this information with you, and you ignored it. I chose to defend myself **this one time** after posting a solid build guide for the community, and now I have been punished by having my thread closed (which is a death sentence to a build) and you've enshrined their false, harassing and disparaging posts all while stating my responses are somehow on par with theirs. They were most certainly not. Your failure to clean up their bullshit also lends credibility to their false claims behavior, and sets a precedence that harassing guide creators is acceptable.

You have shown the community that anyone who stands up to these bullies and calls them on their bullshit will be shut down. Bravo. We now know why they are dominating your forums. You are enabling them to do so.

At a minimum, you should have deleted the posts, sent private messages to the involved parties warning them to cease their behavior, and publicly stated "keep posts here focused on constructive feedback." However, I've seen a clear pattern of narcissism, harassment and control from these individuals. Many of them should be banned from the community because they cause more drama, conflict and issue than anything else – and some have a long-standing history of doing so.

11d ago



Because you've done nothing to address the source of the problem, I guarantee any future build guides I post will receive identical harassing responses from these same individuals attempting to discredit the content solely for the purpose of engaging in personal attacks. By the way, the starting point of this whole issue was Malawiglenn. He is the one who privately organized these individual to engage in their campaign (including the reddit downvoting). He's one of the most toxic and devious of them all.

As I've said multiple times, you have a big problem in the forums with just a handful of people, and you refuse to do anything about it.

I put a lot of effort into creating my build guides for the community, ten in total over a period of a month. Any rational person can see they were done to help the community, namely new players – and ultimately provide support for the game. After what transpired here, and the way things have been handled, I have lost all interest in creating any future content in support of Grim Dawn. Seriously, why would I want to create anything more when this is what happens? By enabling the toxic element of your forums, you set a standard of acceptable behavior allowed within this community I certainly want no part of.

medea_fleecestealer Super Moderator

11d

Requinox:

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It was one thread that got shut out of how many builds now? Yes, it could have been tidied up again, but you should realise that not every criticism of your builds is a direct attack on you personally and to be honest I have yet to see you ignoring anyone's responses to your builds despite my suggestion in an earlier PM that you do so. After discussions with my fellow mods we've decided the thread will stay closed, but you're welcome to make a new thread for that build if you want.

If you feel the community is not for you then that is your choice.

✉ Follow-up to Discussion | Community Issues

Requnix Supporter

11d

NOTE: This was just sent to Medea. I am unable to include more than 1 person in the recipient or BCC list; I receive error 500. So I'm having to send this to each individual (medea, jiaco and Zantai).

medea_fleecestealer:

It was one thread that got shut out of how many builds now? Yes, it could have been tidied up again, but you should realise that not every criticism of your builds is a direct attack on you personally and to be honest I have yet to see you ignoring anyone's responses to your builds despite my suggestion in an earlier PM that you do so. After discussions with my fellow mods we've decided the thread will stay closed, but you're welcome to make a new thread for that build if you want. If you feel the community is not for you then that is your choice.

Good afternoon Medea. I appreciate your response, but am concerned about the of incorrect information you've included. I want to clearly address this so there are no misunderstandings. I am not here to waste your time (or the time of the other admins). I am putting time and effort into this response to clarify facts and to support making the Grim Dawn Community a better place for all members. I hope this is apparent in what is to follow.

medea_fleecestealer:

I have yet to see you ignoring anyone's responses to your builds despite my suggestion in an earlier PM that you do so

This statement is of greatest concern and tells me you are very much out of touch with the full scope of recent events and aren't aware of (or, and I hope not: ignoring) my correspondence with and contributions to the community. I can prove this with clarity.

First Build: <https://www.grimdawn.com/forums/showthread.php?t=83342>

No responses from me to any negative statements (including Malawiglenn stating I stole a build).

Second Build: <https://www.grimdawn.com/forums/showthread.php?t=83350>

No negative responses from me of any kind. Quite the opposite – many positive.

Third Build: <https://www.grimdawn.com/forums/showthread.php?t=83750>

Malawiglenn posting insults, ignored. Nery also starts with negative insinuations. Malawiglenn takes over thread and posts many negative comments, also trying to disparage me. ALL IGNORED. I also respond collaboratively to mad_lee. No negative posts from me at all and I completely ignored Malawiglenn.

Fourth Build: <https://www.grimdawn.com/forums/showthread.php?t=84013>

Numerous thanks from players for the guide. All positive feedback and solid thread. Notice NO posts from Malawiglenn, mad_lee, Nery, etc.

Fifth Build: <https://www.grimdawn.com/forums/showthread.php?t=84146>

Only one page of responses; nothing negative or any issues.

Sixth Build: <https://www.grimdawn.com/forums/showthread.php?t=84250>

No real issues – Zantai even posts a “reaffirming” response to ya_. No negative responses from me at all. Once again, no Malawiglenn, Nery, etc. in this thread.

Seventh Build: <https://www.grimdawn.com/forums/showthread.php?t=84313>

No issues at all – I didn't even post responses. Only one page; not much feedback.

Eighth Build: <https://www.grimdawn.com/forums/showthread.php?t=84364>

Starts with positive feedback and thanks, and then mad_lee went crazy and his posts were deleted. I responded to and defended myself from his claims I stole his build (by the way, his reference wasn't even the core build, it was because I included a grimtools he made as an alternative a player gave me via twitch. I had no idea he created it). I responded professionally and explained how the misunderstanding took place, and even removed the link (because I didn't want any association with him at that point). Malawiglenn jumped in also insinuating the “stolen” craziness. This is where things started to go sideways as a whole, and it all began with mad_lee, and was reinforced by other known problem-causing members (I don't recall the details because the posts were deleted). I never acted out of line, and only explained and then defended and even corrected the build references.

Ninth Build: <https://www.grimdawn.com/forums/showthread.php?t=84428>

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Jun 3

11d ago



All going well, then Maya starts commenting. I respond positively to the comments. Malawiglenn makes insulting comment (out of nowhere). Ignored. Nery shows up as well. Maya takes over the thread with nonstop posts. I ignored it all, never responding after my initial positive response.

Tenth Build: <https://www.grimdawn.com/forums/showthread.php?t=84596>

I was openly attacked in this thread, but not just me and this build; all of my builds. First, we had the post by mad_lee, coming back after his crazy freakout above. The intention of his post was to discredit and simply cause problems. Normally, I would ignore this, but after the last issue, I decided to write a response which was NOT hostile. As a matter of fact, it endorsed him focusing on sharing his knowledge to help the community. Look at not only the content, but the intent of my response. After that, I never responded to him even though he kept making negative and disparaging posts. And then Maya started, also with the clear intent to harass and discredit. And then Nery showed up (also saying I stole builds). **Are you seeing a pattern here?** Soon, Maya was in full nonstop posting mode, calling me a liar and saying s/he needed to protect the community from my builds. So for 9 build guides, I had been silent (except to address mad_lee issue with build #8), not responding to personal attacks, but I now had 3 people in the thread making posts with the sole intent to harass and discredit, for no viable reason other than to ... harass and discredit. And each of these individuals have a history of this behavior! Ultimately, none of these individuals were interested in constructive feedback. Their intent was to harass.

medea_fleecestealer:

It was one thread that got shut out of how many builds now?

The problem is you locked and buried a build thread designed to enhance the community and facilitate collaborative feedback – all because toxic people with a history of harassment took over and monopolized the thread. This is a problem pattern I've seen numerous times, where the very people that should be warned/banned from the community are responsible for having a thread closed (each and every time they monopolize the content), leaving the OP unable to do anything about it. This punishes the OP for the bad behavior of the other individuals. Closing the thread was absolutely the wrong choice, since it punished me for publishing a build (something that enriched the community) and enshrined the rotten behavior of toxic people (with a prior history of such behavior, including prior harassment of the OP). This is a monument to poor administration as it shows bad people intent on harassing another member for no reason other than spite and malice can take over and monopolize a thread to have it shut down. This is one of the strongest examples of bad forum administration I've seen in a long time.

Conclusion

To wrap up, you said "I have yet to see you ignoring anyone's responses to your builds". I have just proven with fact that your statement is absolutely false; quite the contrary, I have gone out of my way to ignore negative responses.

This is very concerning because it tells me you really don't keep track of what's going on, and more importantly, identify patterns of behavior and intent. No wonder you're treating me as poorly as these "rotten people". You think I'm behaving one way when that's not the case – at all. **I've gone out of my way to avoid conflict, yet I receive no consideration for such. To the contrary, you accuse me of acting in a fashion completely opposite of how I've really behaved.**

This is why the community has the problems it has and why these issues are getting worse. It seems to me you can't (or won't) tell the difference between the good people and the bad people, good intentions and bad intentions, and act accordingly. Failing to deal with the bad and support the good is what has gotten us where we're at. These issues will continue to persist as long as the bad people go unchecked and unbanned, and good people (who have a history of positive community influence) are treated with contempt and a lack of support (which is what you have done here with me). And even worse, berating somebody who has a history of positive and beneficial interaction with the community for defending themselves against clearly rotten, harassing and wrongful individuals with a history of similar behavior is just wrong.

I have gone out of my way to create quality build content complete with detailed leveling guides all while collaborating with other players and endorsing people play and enjoy the game. The vast majority of my comments are positive, thanking people and giving credit. The fact you give this clear history no weight of any kind is, to be blunt, absurd. I've gone out of my way to provide top quality content in support of the very company and product you represent. And yet you treat me just as poorly as the rotten element of your community, and then insinuate I should just leave the community if I don't like it.

That's ridiculous, and very wrong. This mentality is exactly why a toxic group of people is thriving in and monopolizing over a large volume of content in your forums.

All of the community problems come back to everything I've covered here, which ultimately connects to the way you (and the other admins) are handling these situations.

I can only hope my feedback causes consideration and a change in the way things are done.