



=167= GAMING CLAN GENERAL ORDER

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TITLE: CORRECTIVE ACTION	GENERAL ORDER: 3.3
EFFECTIVE: 13 NOV 2019	MODIFIED: 14 MAR 2024, 7 FEB 2024, 26 SEP 2020
RESCINDS: CLAN HANDBOOK (18 MAY 2019), CLAN HANDBOOK (20 SEP 2014), IET HANDBOOK (7 JUN 2014), IET HANDBOOK (04 AUG 2013), APB ACADEMY HANDBOOK (19 MAY 2013), GENERAL ORDERS (29 MAY 2009), CLAN HANDBOOK (29 NOV 2008), 167MAN (02 MAY 2008)	

SCOPE: All units and members of the =167= Clan.

CONTENTS: This procedure consists of the following numbered sections.

- I. **ADMINISTRATIVE PRIVILEGES**
- II. **EXECUTION OF CORRECTIVE ACTION**

PROCEDURE:

I. **ADMINISTRATIVE PRIVILEGES**

- A. All members in leadership positions shall be granted various administrative privileges based upon their position and rank within the clan. Leaders shall also be granted the authority to execute the aforementioned privileges when reasonably necessary to maintain good order and discipline among the clan.
- B. **VERBAL COUNSELING:** When a minor breach of conduct occurs, a leader may opt to verbally counsel an offending member. For the purpose of this order, counseling by means of voice chat or text message shall be considered "verbal counseling". In most circumstances, verbal counseling should be in a private setting away from others clan members. Only in rare and necessary cases shall counseling be performed in front of other clan members.
- C. **OFFICIAL REPRIMAND:** For moderate breaches of conduct or if a pattern of poor conduct is identified, unit leadership may petition the Headquarters Division to issue an official reprimand to the offending member. Official reprimands shall be in the form of a letter to an offending member which will specifically identify undesired behavior(s)/actions and potential consequences should they not immediately cease said behaviors.



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- D. CLAN SUSPENSION:** For disruptive breaches of conduct where it is thought that a member's behavior is correctable, a clan suspension may be issued. The suspension can last anywhere between one (1) calendar day and seven (7) calendar days. Supervisors may suspend a member for no more than seventy-two (72) hours pending review from the Headquarters Division. Suspensions may be extended at the discretion of the Headquarters Division.

Members who are suspended shall be added to a "MUTED" role in Discord and may be temporarily removed from in-game clans for the duration of their suspension at the discretion of unit leadership. Suspended members may not participate in any clan activities or participate with any clan members for the duration of their suspension. Members found violating the terms of their suspension shall be immediately removed from the clan.

- E. REDUCTION OF RANK:** For serious breaches of conduct or in situations where the Headquarters Division deems a member's unacceptable actions/behavior(s) potentially correctable, offending members may be removed from a position of responsibility and/or receive a reduction in rank. Removal from positions and reductions in rank may be temporary or permanent based on the infraction and surrounding circumstances. All regulations listed in *General Order 3.0 - Ranks, Insignia and Advancement* shall be followed when an individual is removed from a position or their rank is reduced.

- F. REMOVAL FROM CLAN:** For serious breaches of conduct or in situations where the Headquarters Division deems a member's unacceptable actions/behavior(s) uncorrectable, offending members shall be removed from the clan. In the case of repeated, minor to moderate offenses, this action shall be utilized as a last resort after other methods of corrective action are deemed ineffective.

Members may be swiftly removed from the clan by a member of the Headquarters Division without any attempts at lesser corrective action when deemed necessary for the overall welfare of the clan or its members. In the absence of a member of the Headquarters Division, any Officer can execute the removal of a subordinate member. It is strongly advised that all possible, lesser actions be exhausted until a member of Headquarters can be reached.

Members who are removed from the clan shall be immediately banned from Discord and removed from any in-game clans or out-of-game groups.



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- G.** DISCORD MUTE: For disruptive breaches of conduct where it is thought that a member's behavior is correctable, a Discord Mute or "timeout" may be issued. Any NCO or higher in a leadership position may issue a Discord Mute as deemed necessary to maintain good order and discipline among the Discord and/or clan. The offending member shall receive the "MUTED" role in Discord for the duration of their mute. A mute can last anywhere from fifteen (15) minutes to one (1) calendar day.
- H.** DISCORD KICK/BAN: For disruptive breaches of conduct requiring more than a Discord Mute, any NCO or higher in a leadership position may issue a Discord Kick/Ban. The Kick/Ban shall be used to temporarily calm any volatile situations and in some cases, remove offending text messages within the Discord. The Headquarters Division shall investigate all Discord Kicks/Bans of members and shall make a decision on the future of the kicked/banned member based on the results of their investigation.

II. EXECUTION OF CORRECTIVE ACTION

- A.** All action taken by clan or unit leadership resulting from a member who breaches clan rules or acts in an undesirable/disruptive manner shall be defined as "corrective action." Action taken shall be done, in good will, with the sole intention of correcting undesirable/disruptive behavior rather than "punishing" or "disciplining" a member for it.
- B.** Under no circumstances shall leaders discuss corrective action imposed on a member with uninvolved parties or anyone outside of the leadership team. This includes any of the members' peers or individuals outside the clan. Questions from uninvolved parties regarding corrective action should be deferred to the Headquarters Division.
- C.** Members on the receiving end of corrective action shall not discuss said corrective action with any uninvolved parties. This includes other clan members and individuals who are not in the clan.
- D.** All corrective actions imposed on members shall be reviewed by the Operations Commander or a member of the Headquarters Division. Leaders taking corrective action or the members receiving corrective action may be interviewed by the clan's Commanding Officer, Headquarters Division, or Operations Commander as deemed appropriate.
- E.** A member on the receiving end of corrective action who feels it is unjustified or excessive may petition the Headquarters Division to appeal the corrective action. This should be done by sending a private email or text-based message in Discord to the clan's Commanding Officer.



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- F. Publicly disputing corrective action received or attempting to rally support of other clan members for the purpose of overturning/reversing the action is unacceptable. Members found to be causing turmoil after having received corrective action will be immediately removed from the clan.
- G. In order to ensure continuity across all levels of leadership, all reports of corrective action, even when taken by the Headquarters Division, shall be documented in the “*#counseling-log*” text channel located in our Discord server immediately after being imposed. This text channel shall be visible to the Headquarters Division as well as all NCOs and Officers in the clan.
- H. If corrective action issued is reversed by the Headquarters Division as the result of their investigation or an appeal, it shall be removed from all records.
- I. While we strive to treat all members with consistency and equality, we understand that all situations and people are different. The Headquarters Division shall ensure, by reviewing all impositions of corrective action, that the corrective measures deemed most appropriate are taken in all situations.
- J. All decisions made by the clan’s Commanding Officer or by majority vote of the Headquarters Division are final. These decisions may not be appealed or further reviewed unless compelling evidence is presented which significantly contrasts previously established facts, statements or events.
- K. The clan’s Commanding Officer reserves the right to counsel members and take corrective action toward actions/behavior(s) which he or the Headquarters Division deem to be undesirable, unacceptable or unbecoming of a member of =167=, even if the actions/behavior(s) do not directly violate a rule or policy listed within the General Orders.