



+ Create



Platyna

WurmOnline.com

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Rules

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IRC Chat

Discord

System Status

Home > Messages

Unread Content

Mark site read

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Inbox



Compose New

Used 11% messenger storage

MESSAGES



FILTER BY

SORT BY

Options



Regarding recent forum behaviour

4

I have an open issue with you... neopherus, Enki and 3 others

1 hr



Mag priest.

Hi, could you log Witch to... You and Klumzee

1

18 hr



Ban threats.

I just got ban threats from the... You, Surdil and 2 others

1

2 dy



Bug marked as no bug and closed.

Hi, Retrograde closed the... You and Pomona

1

Jan 1



Something crazy for a new year?

How about spawning... You and Enki

1

Dec 31



Last call.

Search messages in this folder...



Disable my messenger

Regarding recent forum behaviour

5 members active in this conversation (including you)



Platyna

Read: Just now



neopherus

Read: Wednesday at 08:51 PM



shakys

Read: 1 hour ago



Enki

Read: Yesterday at 01:32 AM



Pandalet

Read: 2 hours ago



neopherus 134

Report reply

Started conversation: Wednesday at 01:09 AM

Hello Platyna.

The last few months we have observed that you have been quite vocal about moderator actions on the forums.

Any such action is considered challenging moderation and continuing on this path will lead to sanctions on your account.

If you find a moderator action has been taken on one of your posts or threads, do not question this publicly, but rather take the time to have a thorough read of the [rules](#).

If studying the rules does not answer your question, the next step is to ask forum staff via PM to explain it to you.

Consider this is a verbal warning.

Best regards,
Neopherus(Forum Moderator)



Quote




Platyna 476

Report reply

Replied: Wednesday at 02:11 AM


I have open complaint about moderator action since 3 months, and nothing is being done with it, Wurm staff is basically without any supervision and the system of appeals doesn't work, you are aware of it. I already have an unjust warning for merely stating the fact that a moderator didn't like my picture so removed it (I have a screenshot with it), and the hunt has begun when I filled a complaint to Enki.

I am also tired of blatant discrimination against myself, just because I dared to complain about an LFM (before that I used forums for months and there were no issues). I wrote exactly the same as this person:

 **Carmichael replied to a topic**
December 15, 2020

Northern Isles feedback

Hello fellow wurmians! I am making this post in regards to wh...

 By Maoh, December 14, 2020 126 replies

This post will probably get removed, but it needs to be said and at least brought up at some point and seen by at least some eyes even if they don't fully agree. The game also needs to be advertised more, and in different...

Just in a lot more polite and calm way. His post is fine, mine got removed. I am an academic I know how to write to people to prove my point according to communication and argumentation standards I do not deserve any bans or warnings. What I write is on topic, calm, usually polite and pleasant to read (which is reflected by my reputation activity - half of my posting is getting "like" reactions).

I asked, politely, a moderator to not move around posts about Wurm to offtopic forum. I know the rules and there is no rule forbids me from asking a moderator things, such complying to the usage of forum sections you set, and what is interesting - what I asked for was done, the topics in question were moved back to their correct sections. Maybe redact that rule that we are not allowed to talk with moderators at all if it is like that?

Recently one or more moderators is acting in an absurd way, and the community noticed it, because I am not the only one who pointed it out, but I am the only one who get their posting deleted, and nothing is being done about them because still, posts such as valid bug reports, are closed and moved around without any sense. Why you don't understand that behaviour like that makes moderators to LOSE the authority not gain? I am an ASD person and I understand that. Many people tell me the forums are toxic and this is why they do not read them.

I am calling you to reform, stop stretching every comment to challenging the moderation - multiple users call for this, community is getting more and more tired and angry with this rude attitude, stop PRK-style interaction with your people - paying customers and devout fans - start communicating with us, and listen when someone speaks sense to you, modify your behaviour to improve the customer experience. I am sick and tired of Wurm staff attitude (not all but many) towards people who give you their love and money. People are already voting with their legs and wallets. If I hadn't had paid this game for 2 years I would probably quit as well because I am tired of dealing with that.

Your challenging moderation rule, especially in the way it is applied is a BS, you got multiple calls from multiple people to remove it, because it mainly harms you by undermining your authority over the community, because no one respect people who are afraid of ANY criticism, even constructive and polite.

None of communication I do breaks any netiquette or standard human-human interaction rules.

[@shakys](#) I am adding you, I hope you will be wiser than Pandalet. Review my posting and see if there is anything bad in it, but consider normal human-human communication and netiquette not an absurd rule made to quench any, ANY input from players to moderators and to instil fear, please tell your moderators to stop all that moving and locking because forums became unbearable to use, and in the end, please talk to Enki to remove this stupid "challenging moderation" rule that is being stretched to enormous extent and abused all over again.

[@Enki](#) Please, this stupid rule has to go, it harms both the moderation and the players. Run through the forums of other games - you will not find such an absurd there and AFAIK it wasn't in Wurm either, it was a fairly recent addition, I found a lot of threads from the past where staff discussed moderators and moderation actions with users, in polite, on-topic and mature manner and the world did not collapse.

+ Quote Edit



Pandalet 1179

Report reply

Replied: 2 hours ago

Platyna,

You have been given a directive by a moderator. In line with the acceptable behaviour laid out for you by Enki, this is not an opportunity for debate or argument. Please follow the directive given.

Regards,
Pandalet (LFM)

+ Quote



Platyna 476

Report reply

Replied: 1 hour ago

I have an open issue with you to Enki, which means you should withdraw yourself from dealing with me, this is a basic standard when a conflict of interests arises.

All my fault is that I asked an unspecified moderator to move my threads back to the correct sections which was done, I broke no rule.

(At least this is my guess, because I have no idea, and the fact I have to guess it an absurd by itself.)

You are abrasive and stubborn to users as always, no improvement since our last conversation. I have a right given to me by the rules to

debate actions I think are bad on private, and I do it, I just exercise the right given to me by the rule quoted below. I do it because I hope I can reach the high members of Wurm staff, with my clear reasoning, and they will reform and improve the support service for the benefit of us all, so we would enjoy the interactions instead being annoyed and afraid of them. But I am loosing hope.

Another problem is that **you and, following your example, other moderators almost never leave moderation notices, despite the fact that the forum software supports them, so if one wants to complain they don't know who and why took the action, which basically is an attempt to disable people from exercising a right given to them by the rules.**

Quote

All challenges relating to moderation action should be sent privately to a forum moderator. If a satisfactory solution cannot be achieved then send your concerns to the Lead Forum Moderator.

B) If you have had a post removed and are unable to determine the reason after a careful review of the Forum Rules, contact a forum moderator with any questions regarding why.

This rule is quite strict, so it cannot be stretched and abused like the rest of "no challenging the moderation" rule. You never seem to modify or improve your behaviour even when meeting a well written and repeated input from the users, **numerous persons, paying customers ask you politely to, for example, be more specific while giving moderation input, especially directives, and you delete their threads and ignore them**, and no, I am not talking about myself here, but other users like the one who you blatantly mistreated the same day you issued this silly warning to me. Asking questions or asking to take an action or noticing a moderator did something is not challenging.

Quote

The last few months we have observed that you have been quite vocal about moderator actions on the forums.

Any such action is considered challenging moderation and continuing on this path will lead to sanctions on your account.

Is that a directive? No, it isn't. Such vague so-called directives were the topic of very first thread on these forums, and I am not the only person raising this issue, but it seems it fallen on the deaf ears.

Can you imagine getting stopped by the police and getting that:

Quote

The last few minutes we have observed that you have been quite against the traffic rules on this road...such actions are considered a misdemeanour, and continuing on this path will lead to sanctions on your driving licence.

2 hours ago, Pandalet said:

In line with the acceptable behaviour laid out for you by Enki,

You mean when your friend stretched the same rule the same way to mute me without a reason and then, when I objected, abused the trust I put in him and misled Enki into thinking that I shared personal secret with the general public to make me look bad and bring upon myself

Enki's discontent, so he wrote me an angry message? That was a foul play, any decent person would support me. I provided the chat logs proving that I am innocent.

Enki, I understand you are busy but please DO SOMETHING FINALLY!!! How long can we wait? My oldest issue is open since April 2020! This has to stop! How many people have to complain about poor support service and abuse? Or are we all going to be banned?

My posts are well met by Wurm community which is reflected by my reputation activity. I could moderate a large online community for 10 years or more and maybe issue like 3 bans, and I am an ASD person, I don't have high social skills, but I do my best to be fair and respectful towards people who are my subjects, and as you should do too Pandalet. Reform.

+ Quote Edit



Reply to this conversation...

