

# THE GOOSE HOUSE



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The Goose House (TGH) is a close-knit collective that began with a small group hosting weekly tournaments and has grown into a vibrant organisation with over 9,000 members. During the challenges of COVID, TGH served as a safe space for those seeking connection and friendships in an isolating time period. Since then TGH has made a significant name in the gaming community by hosting large scale tournaments such as the Fe/MG Valorant Tournament, Birds Of Prey.

TGH has also brought the community together in person, organising memorable events that drew over 250 attendees, and successfully running stands at Insomnia twice. This journey, from humble beginnings to a thriving community, reflects TGH's commitment to creating a meaningful and inclusive space where people can connect, compete, and create lasting friendships.

## 1. OUR PRINCIPLES

This Community Code of Conduct establishes the principles and expectations for professional conduct and ethical behaviour for all members of The Goose House. By adhering to this Code, we aim to create a positive, inclusive, and respectful online environment that aligns with our core values and community objectives.

### **Core Values and Principles:**

*Our community is built on the following core values and principles:*

- 1. Inclusivity:** We embrace diversity and welcome members from all backgrounds, fostering an environment where everyone feels valued and included.
- 2. Respect:** We treat every member with respect, acknowledging and celebrating our differences while working together towards common goals.

3. **Fun and Enjoyment:** We prioritise creating a fun and enjoyable gaming experience for all members, ensuring that The Goose House.
4. **Ethical Participation:** We uphold the principles of fair play and sportsmanship in all gaming activities, fostering a positive and competitive yet respectful environment.

## 2. CODE OF CONDUCT

### Membership Requirements

1. You must be at least 16 years old to join this community.
2. Treat all members with respect, regardless of ethnicity, gender, sexual orientation, or beliefs. Harassment, hate speech, and discrimination will not be tolerated.
3. Poaching members from our community for personal gain is strictly prohibited. The Goose House is not a platform for advertisement or member recruitment outside the community.
4. Any content that is NSFW (Not Safe For Work) is strictly prohibited.

### Professionalism in Interactions

5. Be kind and respectful in your interactions.
6. Bullying and harassment will not be tolerated.

### Conflict Resolution

7. Any conflicts within the community should be resolved in a calm and respectful manner.
8. Members are encouraged to seek the assistance of community administrators if needed.

## **Reporting Mechanisms**

- 9.** Members are encouraged to report any violations of this Code or unethical behaviour, through either our ticket system, our anonymous reporting form, or by informing a member of staff.
- 10.** The Goose House is committed to protecting the anonymity and safety of those who report misconduct.

## **Emphasis on Diversity and Inclusion**

- 11.** The Goose House is dedicated to fostering a diverse and inclusive community.
- 12.** We value and respect the contributions of every member, and discrimination of any kind is not tolerated.

## **Fair and Ethical Play:**

- 13.** Members will not act in an unsportsmanlike or disruptive manner, or with the intent to disrupt or undermine the legitimate operation of any official tournaments, or to annoy, abuse, threaten or harass any other person or players.
- 14.** Hacking, exploiting, the use of any kind of cheating device and/or third party cheat programs, or any other method commonly recognised to be cheating in Esports.

Failure to comply with this Code may result in disciplinary action, up to and including removal from the community.

# **3. STAFF STRUCTURE**

Our group of dedicated volunteers all have different roles within the server, to understand how the rules are enforced it's important to understand the structure within the staff team.

### **Leadership Team:**

These individuals constitute the server's leadership team, occupying the highest level of command. They actively participate in steering the server's direction and making important decisions. Although their presence may not be seen in day-to-day moderation activities, they play a crucial role in behind-the-scenes decisions that contribute to the overall smooth operation of the server.

### **Operations Team:**

These are all individuals who are the heads of their speciality within the server, these are accessible members of staff who are trusted in their judgement. Depending on your activity in their respective area of expertise contributes to how much you see them in your server experience.

### **Community Engagement Team (CET's):**

These are the volunteers who help make The Goose House what it is. They help plan and host activities that members will enjoy, their primary goal is to ensure a positive, fun, and inclusive environment for everyone. Members of the CET team are available to chat, keep you up to date with server news and offer a helping hand whenever possible.

### **Admin Team:**

The admin team is in charge of keeping the Discord a safe and welcoming environment. They are responsible for enforcing the server's rules, resolving disputes, and protecting users from harassment and abuse. If you have any questions about the rules, they will be fantastic at aiding you!

### **Social Media and Broadcast:**

These are behind the scene roles who are tasked with a very specific job on the server, whilst they are members of staff, these are not the members to go to if you have a general problem!

### **Partnered Companies:**

The Goose House is also partnered with and co-owner by ITB Esports (<https://www.itb-esports.com/> | <https://twitter.com/ITBesports>), and their adjunctive clothing brand beCosy (<https://becosy.uk/>).

Both brands act as a support mechanism for the TGH brand and community - providing funding, overarching support and facilitating partnership development. ITB's admin

and partnership team also lead up sponsorship engagement, ensuring a steady flow of partnerships to bring opportunities, gear and new initiatives for the TGH community.

## 4. SERVER RULES AND CONSEQUENCES:

Punishments for rule violations are at the staff's discretion, recognising that each situation is unique. The following outlines the basis on which these decisions are made, categorising infractions into three levels within the community:

### Minor:

Minor infractions include, but are not limited to:

- Spamming in text channels.
- Excessive profanity.
- Disrespectful behaviour.
- Poor behaviour in custom games.
  - Trolling.
  - Rage Quitting.
  - Flaming.
- Inappropriate server name, bio, or picture.

For minor infractions, the standard punishment starts with a verbal warning and a request to rectify the behaviour. However, if minor infractions persist, consequences can range from a server time-out to a temporary ban.

### Moderate:

Moderate infractions include, but are not limited to:

- Being rude towards other members
- Messaging members without consent.
- Posting NSFW content.
- Using non-inclusive language.
- Poor behaviour in Skirmishes.
  - Trolling.
  - Rage Quitting.
  - Flaming.
- Poaching members to another server.

For moderate infractions, the standard punishment begins with a verbal warning and a temporary time-out. If moderate infractions persist, consequences can escalate to a temporary or permanent ban.

### **Major:**

Major infractions include, but are not limited to:

- Racist, sexist, ableist, misogynistic, homophobic, or other discriminatory language.
- Harassment of any kind.
- Use of cheats/scripts in customs/skirmishes.
- Joining the server underage or facilitating someone to be in the server underage.

Major infractions lead to an immediate permanent ban from the server. Upon a permanent ban, participation in custom games, skirmishes, events, or larger TGH tournaments is no longer allowed.

## **5. TOURNAMENT RULES:**

Tournament rules are tailored to each specific event. Please consult the tournament admin and the provided rule books for the specific tournament(s) you have registered for.

Below are links to the rulebooks from previous tournaments for your reference. Should you have any inquiries, kindly reach out to the tournament admin overseeing the particular tournament in which you are participating.

By participating in The Goose House tournaments, you are in turn agreeing to abide by our server rules, and code of conduct.

**[The Goose House Beacon Rulebook](#)**

**[The Goose House Birds Of Prey Rulebook](#)**

## 6. EVENT ATTENDANCE RULES:

The Goose House will occasionally host events that take place offline. When this happens we expect our members and attendees to be held to the same standard they are held to online, and follow the rules and code of conduct where possible.

Additionally:

1. Treat fellow members, event organisers, and attendees with the same respect and courtesy offline as you would online. Respect personal space and boundaries.
2. Attendees are responsible for their personal belongings during any events. The Goose House is not liable for lost or stolen items.
3. The Goose House maintains a zero-tolerance policy for harassment, discrimination, or any form of inappropriate behaviour at offline events. Any violation of this policy will result in immediate consequences, including potential removal from the event and further disciplinary action.
4. Follow the instructions and guidelines provided by event organisers. If you have concerns or issues, approach the designated event staff or organisers for assistance.
5. Contribute to creating an inclusive and enjoyable atmosphere for all attendees. Report any incidents of misconduct promptly to event organisers or staff.
6. The Goose House does not condone any illegal activities.
7. Any consumption of alcohol or substances must comply with England's laws. Attendees are expected to drink responsibly, and the use of illegal substances is strictly prohibited.
8. Violations of event attendance rules may result in immediate removal from the event and further disciplinary action, as determined by The Goose House staff.

# 7. REPORTING AND COMPLAINTS PROCEDURE:

## Standard complaint procedure:

All complaints will go through a chain to assess how to move forward:

1. First the complaint will be assessed to see how severe it is and to make sure the person reporting isn't in any immediate danger.
2. Depending on the severity of the claim, the first step is to have a team of **two** unbiased staff members to do an initial assessment and handle the complaint.
3. When handling a complaint, the reporter will be kept anonymous unless they have specified it's alright to reveal their identity.
4. The staff members will then fill out a summary form about the complaint, explaining who was involved in aiding the complaint and what the decided outcome was.
5. If the complaint is of a serious nature it will immediately be escalated to the leadership team who will conduct an investigation and aim to rectify the situation as best they can.
6. If a singular person is the subject of multiple complaints of a similar nature, they will be temporarily removed from the discord until there is complete confidence that they are safe to return.

## Complaints about staff members:

If there is a complaint submitted about a staff member, this will immediately be escalated to the Leadership team who will conduct an internal investigation to make an informed decision on next steps.

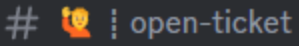
Any complaints about staff will also be logged on a form so the bigger picture is always readily available for Leadership to consult.

If one of the complaints is about a member of the Leadership team, this will be immediately escalated and handed over to ITB for their unbiased assessment and final verdict.

## Submitting a complaint or report:

The most common way in which we encourage people to submit complaints/reports and questions is through our 'open-ticket' channel on discord.



A dark grey rectangular box containing the text "# 🎫 open-ticket". The hash symbol is white, the ticket icon is orange and yellow, and the text "open-ticket" is white.

When you click this channel it will ask you the purpose of your ticket, choose a category and then it will link you to a channel which is only visible to staff.

You can also message staff directly if you feel more comfortable talking directly to a member of the team.

### **Anonymous Reporting Form on Discord:**

We value the safety and well-being of our community members. If you have any concerns or complaints that you don't feel comfortable voicing, you can use our [Anonymous Reporting Form](#) which is also accessible on discord. This form will submit and log any complaints, ensuring your privacy.