

Standard Operating Procedure (SOP)

Complaint & Content Takedown Procedures

Effective Date: [Insert Date]

Applies To: All users and moderation/IT staff of BehindSecretDoors.com

Purpose: To define a clear and consistent process for handling complaints and content takedown requests in compliance with platform policies and legal standards.

1. Complaint Submission

- Users submit complaints via the website form or by email (info@behindsecretdoors.com).
- Required details: Username of the offending party, description of issue, evidence (screenshots, logs), and contact email.
- Optional: Legal documentation (e.g., DMCA notice).

2. Complaint Acknowledgement

- A confirmation email is automatically sent within 24 hours.
- Case is logged into the internal ticketing system with a unique ID.
- Urgent cases (harassment, threats) flagged for priority response.

3. Moderation Review

- Assigned moderator reviews complaint within 48-72 hours.
- Activities include verifying evidence, reviewing user content, and checking prior warnings or flags.
- If clarification is needed, complainant is contacted.

4. Decision & Enforcement

- If complaint is valid:
 - Remove or disable the reported content.
 - Suspend or ban the violating account if necessary.
 - Log reason for action and notify the user.
- If complaint is not substantiated:
 - Document findings and notify complainant with explanation.

5. Notification

- Complainant receives email outlining the result of the investigation.
- If applicable, the user whose content was removed is notified with reason and appeal options.

6. DMCA and Legal Takedown Requests

- DMCA requests sent to dmca@behindsecretdoors.com with legal details:
 - Name and contact
 - Description and URL of infringing content
 - Statement under penalty of perjury
- Counter-notices are reviewed and, if valid, content may be restored within 10-14 days unless legal action is taken.

7. Record Keeping

- All complaints and resolutions are logged for at least 180 days.
- Includes: Content snapshots, communications, moderator notes, timestamps, and action history.

8. Review and Quality Assurance

- Weekly audits by senior moderators to review complaint resolutions.
- Trends analyzed to update community guidelines or improve automation triggers.