



STANDARD OPERATING PROCEDURE · SOP-M09 · GFVX

Sending Private Feedback to Leadership

Ideas, concerns, and problems, straight to the right leaders in a private case

Applies to	Recruits, New Members, and GFVX members
Where	The Suggestions & Feedback panel pinned in #help-desk
Time needed	About 3 minutes
You need	The GFVX Discord

What This Is For

The feedback panel opens a **private case** between you and the leaders who can act on it. Use it for suggestions, general feedback, a concern or problem, ideas for the Discord or bot, or an activity or event idea. Cases are **private but not anonymous**: the leaders handling it can see who you are, and nobody else can.

Step 1: Open the Panel

1. Go to **#help-desk** and find the pinned **GFVX Suggestions & Feedback** panel.
2. Press **Submit Private Feedback**.

Step 2: Pick a Category

Choose the closest one: **Suggestion / Idea, General Feedback, Concern / Problem, Discord / Bot Improvement, or Activity / Event Idea.**

Step 3: Say Whether It Is About an Officer

Choose from **Is this about a specific officer?** Pick **NONE** if it is not about a particular person.

Raising a concern about an officer

If you name an officer, the case goes to the **CEO only**. If it is about the CEO, it goes to the CEO and the Personnel Officer. Nobody else sees it.

Step 4: Write It

1. **Short subject:** up to 100 characters.
2. **Details:** up to 1,800 characters. What happened or what you suggest, and what you would like to see.
3. Submit. The bot replies *Your private feedback workspace is ready* with a link.

Step 5: Follow Your Case

1. Your private case channel opens (named like *feedback-fb-1a2b3c*). Only you and the leaders it was routed to can see it, and the CEO is notified.
2. Add more detail there at any time; leadership replies there too.
3. When leadership changes the status, you get a message in the channel:

Status	What it means
New	Just opened
Acknowledged	Leadership has seen it
Under review	Being looked into
Planned	Leadership plans to act on it
Declined	Not going ahead; the reason is posted in the case
Resolved	Done
Archived	Closed and saved; you can no longer post in it

To check a case at any time, type `/gfv feedback status case_id:FB-1A2B3C`.

What success looks like

Your case has its own private channel, the right leaders have acknowledged it, and you can see its status change as they work on it.

If Something Goes Wrong

What you see	What to do
<i>A matching active feedback case already exists: FB-... Add to that case instead of opening a new one.</i>	You already have an open case with that subject. Post in that case channel.
<i>GFVX feedback is available to current Recruits, New Members, and GFVX members.</i>	You need a member role. Ask in #help-desk.
<i>Feedback case FB-... was not found, or you are not allowed to see it.</i>	Check the case ID (for example FB-1A2B3C).

Good to Know

- Every case gets acknowledged. No idea is too small.
- For quick questions that are not private, #help-desk or #general is faster.

Need Help?

Message the CEO or any officer.

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