

*Following letter is a communication sent to all DiGRA 2024 participants on July 6th via EasyChair, with minor alterations and clarifications.*

Dearest DiGRA community,

We would like to thank everyone for a memorable DiGRA 2024 conference, excellent talks and feedback, and for everyone's dedicated contribution to the community and its improvement. It means a lot for us to see how we operate together, support each other and build the study of games together.

A participant's concern has been brought to our attention during the event and considering the seriousness of the issue, we see it crucial to act upon it beyond immediate actions taken during the conference. We would like to share the Executive Board's reaction and action plan to show that we have made note of the lack of available processes to fully act upon such a concern.

Since the current board started in January 2023, we have revised the conference organizing contract to address many new topics, such as diversity, and organized or started to organize the conferences for 2023, 2024, 2025, and 2026. With conferences for 2023 and 2024 operating based on the contracts prepared by the previous board. We have held seven board meetings with most board members present. The Chapter, Student, and Diversity Officers on the board have worked on their respective responsibilities while the other board members have focused on various aspects related to future conferences, membership survey, and digital presence such as our new website. In addition, we have discussed extensively what are the possible actions the board can take to safeguard the members' safety and comfort at DiGRA associated events.

A case that required the immediate action of those board members who were present at the DiGRA 2024 conference was handled in the past days. The Executive Board members participating in DiGRA 2024 attended to the case as an additional item of the board meeting just a few hours after we were made aware of the situation by the Ombuds Team and worked with the Ombuds Team representative who brought the case to our attention. The situation was monitored thoroughly during the conference and no violation of the DiGRA Code of Conduct was (in the lack of a better word) detected.

During the process, it became evident that there is a critical need for an Internal Complaints Committee able to act swiftly and in an informed manner to harassment and discrimination cases of different kind. Meanwhile, we noticed that the role and responsibilities of the Ombuds Team have not been clearly defined. The work for DiGRA Diversity Officer and the Diversity Working Group has increased in the past years as well. We would therefore like to implement an Internal Complaints Committee as well as a Diversity Advisory Board that operate in close communication with the Executive Board to build clear processes for handling cases such as this in the future. The Internal Complaints Committee will coordinate with the Diversity Advisory Board whenever relevant. We will also seek legal advice to prepare these processes. As an international, cross-cultural, and diverse group of researchers, we bring with us different sets of expectations and perspectives. We

acknowledge that the Diversity Advisory Board needs to be composed of members from different backgrounds, cultures, regions, and embodied experiences to be able to consider actions holistically. Such bodies will help the Executive Board prepare better for future incidents and needs of our members. While we have taken all past cases with great seriousness and immediately addressed them to the board members' best knowledge, we see that the board was not well prepared to act in complex cases. We apologize for the member(s) whose concerns the board has not addressed in a satisfactory manner. We are deeply concerned that we could not help our members in a time of severe crisis. To protect the party involved, we are unable to share any further details of the claim. The bodies and procedures described above will be implemented as soon as possible and operating during the next DiGRA conference.

The matter that was brought to our attention during the conference will be investigated further and appropriate actions taken posthaste.

The board sincerely asks anyone with knowledge and interest in supporting the community in the capacity of a Diversity Board or Internal Complaints Committee member to contact [digrainternational@gmail.com](mailto:digrainternational@gmail.com) expressing their availability. We also ask the members to bring forth any grievances and/or concerns by contacting board members in a timely manner so that they can be immediately acted upon.

The DiGRA Executive Board