



Inspection procedure



Disclaimer

The Server Inspectorate (TSI) is an independent body that holds no endorsement or affiliation with Discord, Roblox, PRC or any legal entity.

Questions, complaints or any other queries should be directed to the official Discord server.



1. Finding a server

Servers are found and inspected through the following means:

- a. User recommendation (a user has recommended/proposed a server to be inspected through the “Recommend” tab on the website)
- b. PRC server advertising channel
- c. Partnerships/Paid Ads in other servers
- d. Melonly server directory
- e. Routine reinspection (servers, after the initial inspection, are reinspected after an agreed upon period of time)

The following requirements must be met for a server to be inspected:

- a. The server has an active Discord server
- b. The server has an active private ER:LC server
- c. The Discord server has 300 or more members
- d. The Discord server has 5 or more staff members
- e. Server management can be contacted with ease (up to the discretion of the senior inspector in the case)
- f. Inspectors involved in the case do not have any association with the server
- g. Inspectors involved in the case are not barred from entry into both the Discord and ER:LC server in any way
- h. In-game departments are accessible to all players (training is not needed)
- i. The server is at least 90 days old



2. Informing server management

The senior inspector must inform server management about the inspection by opening a ticket in the Discord server, or through any other suitable form of contact. Servers are given a 24-hour notice before the inspection.

The following information must be provided:

- a. Date of when the inspection will begin
- b. The inspectors involved in the case
- c. A link to the case on the website
- d. The “inspection procedure” document
- e. Information about The Server Inspectorate
- f. An estimated time frame of how long the inspection will take



3. The inspection

After the 24-hour period, the inspection should begin. All parts of the inspection require the inspectors to provide their own honest opinion where necessary. Server staff and management are not to be informed of any decisions made by the inspectors until the case has been finalised and published onto the website. There are more than 2600 points available to be attained in the inspection; the more points attained, the higher the overall rating. The following information outlines what the inspection entails.



Discord server layout and ease of access

Inspectors evaluate how clearly, logically, and efficiently the Discord server is structured, and how easily users—particularly new or inexperienced members—can locate essential information and access support without unnecessary difficulty.

Inspectors consider:

- Whether channels are clearly named, logically ordered, and free from unnecessary duplication
- The presence of a clear entry point for new members (e.g. welcome, rules, how-to-start channels)
- The visibility and accessibility of server rules, safeguarding policies, and key procedures
- Whether important channels (announcements, support tickets, staff contact) are easy to locate
- The use of categories to separate information, roleplay, departments, and support
- Whether excessive clutter, locked channels, or outdated information creates confusion
- The effectiveness of roles and permissions in guiding users to relevant content
- Accessibility for users on mobile devices, including readability and navigation
- Consistency of formatting, language, and presentation across the server

Outstanding Practice Looks Like

- A clear, intuitive layout that new users understand without guidance
- Essential information visible within two or three clicks
- Well-labelled categories with minimal clutter
- Clear signposting using pins, embeds, or guides
- A professional, consistent presentation across all channels

Each inspector is allocated 85 points to provide, per their discretion.

Total: 170 points



Safeguarding rules

Inspectors evaluate whether the server has clear, comprehensive, and effectively enforced safeguarding rules that protect all users, particularly younger players, from harm, abuse, or inappropriate behaviour, in line with Discord, Roblox, and PRC expectations.

Inspectors will consider:

- Are there rules in place regarding age-appropriate content?
- What is the consequence is for inappropriate conduct?
- Does the server comply with age requirements? (e.g. is it clearly stated that users under the age of 13 cannot apply to be a staff member?)
- Is there an excessive use of profanity in the server? (particularly by Staff)
- Are there policies in place prohibiting the discussion of anything 18+?

Each inspector is allocated 60 points to provide, per their discretion.

Total: 120 points



Speed, ease of access and efficiency of support (Discord)

Inspectors evaluate how quickly and effectively users can access support through Discord, and how efficiently support requests are handled, resolved, and communicated by staff.

Inspectors will consider:

- Are support channels or ticket systems clearly signposted and easy to locate?
- Response times to support requests.
- Clarity and professionalism of staff responses.
- How unresolved or complex issues are escalated. (this can be evaluated through the initial informing of the inspection)

→ As part of the inspection, a support ticket will be opened wherein a general enquiry will be asked and the above factors will be assessed.

Each inspector is allocated 80 points to provide, per their discretion.

Total: 160 points



Ethical monetisation (Pay to win)

Inspectors evaluate the server's use of monetisation, including shops, donations, and any pay-to-win (P2W) mechanics, to ensure that purchases do not unreasonably affect gameplay balance or player fairness.

Inspectors will consider:

- The presence of any pay-to-win advantages that give paying users unfair in-game benefits.
- The effect of purchases on overall roleplay balance and fairness.
- Transparency in pricing.
- Clarity in what the user is purchasing and what they will receive.
- Are any terms/conditions clearly stated?
- Are Discord, Roblox and PRC rules being adhered to in the shop/through any sales?

Each inspector is allocated 80 points to provide, per their discretion.

Total: 160 points



Professionalism of public communications

Inspectors evaluate how clearly, accurately, and professionally the server communicates with its community through public channels, such as announcements, updates, server start up notices, etc.

Inspectors will consider:

- Whether announcements are clear, concise, and easy to understand.
- Correct use of grammar, spelling, and punctuation.
- Use of formatting, embeds, or images to improve readability.
- Clarity of instructions or guidance provided in announcements.

Each inspector is allocated 50 points to provide, per their discretion.
Total: 100 points



User opinions

Inspectors will randomly select 5-10 members of the server, depending on the server size, to ask of their opinion. See below for the number of members.

300+ members	5
500+ members	6
750+ members	7
1000+ members	8
1500+ members	9
2000+ members	10

The following users cannot be selected:

- If they have purchased anything from the server's shop, such as a premium membership (exclusions – paid advertisements or donations from which nothing is gained)
- Staff members
- VIP members (or similar, such as "Recognised Members")
- Members who joined less than 30 days ago
- Members who are actively under disciplinary action (e.g. banned, muted)
- Former staff members
- Members who have a clear conflict of interest (e.g. a close friend or family member of the server owner)
- Members who are known to engage in trolling or similar behaviour
- The server owner or co-owner (s)

- Inspectors will direct message selected server members and inform them of the inspection and provide a link to complete their survey.
- Inspectors will be able to manually input user's ratings should they not want to go onto the site – this will be stated in the original message.
- The opinions of users will remain anonymous and only be seen by inspectors involved in the case and senior inspectors.
- If after 24 hours, a selected individual does not respond or if they wish not to participate, the original message is deleted and another individual is selected.
- **The next page outlines the questions asked to users.**



Questions asked – the following questions will be rated on a scale of 1-10, with the higher the score being better.

- Do you think server staff do a good job of moderating both the Discord and Game server?
- Do you think the server takes into account the opinions of community members and acts upon them?
- Do you feel safe in the server?
- Do you think server staff handle trolling and baiting effectively?
- Do you enjoy being a member of the server?
- Do you think server staff apply rules equally to all members?
- Do you think the roleplay in the game server is enjoyable and realistic?
- Do you think the punishments given to rule breakers are fair?
- Do you think server staff effectively enact the official server policies?
- Do you think the server offers a balance between enforcement and enjoyment?

Once all selected server members have submitted their response, an average is calculated.

Questions asked – the following questions will be a written opinion. These may be published onto the website anonymously.

- If you could describe the server in one word, what would that word be?
- What do you enjoy most about the server?
- How do you think the server could improve?
- What do you believe the server does better than others?
- Would you recommend this server to others? Why or why not?

Once all selected server members have submitted their response, responses are displayed on the website in a carousel.

View page **21** to see how this part is awarded points.



Staff opinions

Inspectors will randomly select 3-8 server staff, depending on the server size, to ask of their opinion. See below for the number of members.

300+ members	3
500+ members	4
750+ members	5
1000+ members	6
1500+ members	7
2000+ members	8

The following staff cannot be selected:

- VIP members (or similar, such as “Recognised Members” who are also Staff)
- Members who joined the staff team less than 30 days ago
- Staff who are actively under disciplinary action (e.g. banned, blacklisted)
- Staff on an extended absence (LOA)
- Staff who have a clear conflict of interest (e.g. a close friend or family member of the server owner)
- The server owner or co-owner (s)

- Inspectors will direct message selected server staff and inform them of the inspection and provide a link to complete their survey.
 - Inspectors will be able to manually input staff ratings should they not want to go onto the site – this will be stated in the original message.
 - The opinions of staff will remain anonymous and only be seen by inspectors involved in the case and senior inspectors.
 - If after 24 hours, a selected individual does not respond or if they wish not to participate, the original message is deleted and another individual is selected.
- **The next page outlines the questions asked to staff.**



Questions asked – the following questions will be rated on a scale of 1-10, with the higher the score being better.

- Do you think the overall quality of roleplay delivered by the server is high?
- Do you think the punishments in place are effective?
- Do you think staff behave professionally whilst on duty?
- Do you think rules and guidance provided to staff are clear and easy to follow?
- Do you think decisions are communicated transparently to staff?
- Do you think the server's long-term vision is clear?
- Do you think management is available and approachable?
- Do you think expectations placed on staff are consistent and reasonable?
- Do you think internal conflicts are handled fairly and professionally?
- Do you think staff morale is generally positive?
- Do you think the overall leadership of the server is strong?

Once all selected staff have submitted their response, an average is calculated.

Questions asked – the following questions will be a written opinion. These may be published onto the website anonymously.

- If you could describe the server in one word, what would that word be?
- Do you think the chain of command works effectively in practice?
- Do you think leadership adapts well to feedback? Why or why not?
- Do you think leadership responds appropriately to mistakes or incidents?
- Do you think decision-making is influenced by bias or favouritism? Please explain if relevant.
- Do you feel stressed or anxious when on duty, in game? Why or why not?
- Do you think trust exists between different staff levels? Why or why not?
- Do you think staff feel valued for their contributions? Please explain.

Once all selected staff have submitted their response, responses are displayed on the website in a carousel.

View page **21** to see how this part is awarded points.



Extra provisions available

Inspectors evaluate the additional features, systems, and opportunities provided by the server that enhance the player experience beyond core roleplay, including whitelisted servers, departments, economy systems, and other special features.

Inspectors will consider:

- The availability of whitelisted or specialised servers for advanced or targeted roleplay.
- Features that encourage long-term participation and progression.
- Systems that reward player engagement without introducing pay-to-win.
- Opportunities for user-generated content or contributions.
- The presence and variety of specialised in-game departments or divisions (e.g. a police department which players must be trained in to roleplay in certain roles)

Each inspector is allocated 75 points to provide, per their discretion.

Total: 150 points



Server branding

Inspectors evaluate how effectively the server presents its identity, theme, and overall image to the community, both in-game and on Discord, to ensure a cohesive and professional appearance.

Inspectors will consider:

- Use of logos, colours, and themes that are clear and professional.
- Consistency of branding across Discord channels, announcements, and in-game elements.
- Cohesion between server branding and in-game content or departments.
- Clarity in communicating the server's purpose, theme, and roleplay focus.
- Overall quality and polish of visual and textual elements across the server.

Each inspector is allocated 75 points to provide, per their discretion.

Total: 150 points



Activity and availability of management

Inspectors evaluate how present, engaged, and responsive the server's management team is, both in-game and on Discord, to ensure leadership is effective, approachable, and supportive.

Inspectors will consider:

- Frequency of management presence on Discord.
- Were any members of management present during their in-game evaluation?
- Responsiveness of management.
- Appropriateness of management behaviour and professionalism at all times.

→ This will be partly evaluated based on how fast server management respond to the initial informing of the inspection.

Each inspector is allocated 50 points to provide, per their discretion.

Total: 100 points



Adherence to Discord, Roblox and PRC Rules

Inspectors evaluate whether the server and its staff consistently follow the rules and guidelines set by Discord, Roblox, and the Police Roleplay Community (PRC).

Inspectors will consider:

- Whether the server enforces all relevant Discord Terms of Service. **25**
- Whether in-game systems and content comply with Roblox Community Standards. **25**
- Compliance with all PRC private server and gameplay rules. **25**

The number in red next to each bullet point is how much each inspector will be allocated to provide.

Total: 150 points



In-game experience

Inspectors will, during uptime, join the in-game server. Inspectors will simultaneously roleplay and inspect the server. The following criterias will be assessed:

- Quality of liveries and uniforms. **50**
- Quality of roleplay. **100**
- Overall immersion. **50**
- Accessibility of roleplay (are most teams locked behind Discord servers or training requirements?) **25**
- Response times to help. **35**
- Balance between action and realism. **40**
- The presence of RDM or VDM. **25**
- Traffic stop procedure. **75**
- EMS Triage and treatment realism. **75**
- Civilian jobs immersion (do civilian jobs have appropriate custom uniforms, liveries, etc?) **50**
- Driving realism. **45**

The number in red next to each bullet point is how much each inspector will be allocated to provide.

Total: 1,140 points



Inspector discretion

Inspectors evaluate areas of the server that may not be fully captured by structured criteria, using their professional judgement to provide additional insight, context, or recommendations.

This allows inspectors to make a well-rounded assessment that takes into account unique situations, new or unusual issues, and other factors that affect the server's overall quality.

Inspectors each have 100 points to distribute to use per their personal discretion.
Total: 200 points



User and staff opinion point distributions

TSI views user and staff opinions as one of the most important parts of the inspection. Therefore, we allocate a significant number of points based on their opinion. Note: the written response questions are not worth any points and are instead used to display on the website, **anonymously**.

Every other question will prompt the user to provide a rating from 1-10. Whatever the score is, the number of points gained is double that. For example, if a server member or staff member for one of the questions provides a rating of 8, then the number of points gained is 16.

It is important to note that the overall server rating will be based on the percentage of total points gained. In other words, whilst having a larger number of people giving their opinion could be beneficial, there are more points that need to be subsequently gained to attain the ratings.

Total points

Base number of points (exc. Member and staff opinions)	2600
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Grading system

Grade	Percentage of points required
Outstanding	90% - 100%
Good	75% - 89%
Satisfactory	65% - 74%
Requires improvement	50% - 64%
Inadequate	0% - 49%



4. Conclusion

Once the inspection has been concluded, data has been inputted and the case has been submitted, TSI management will review the case, inform the inspection team so that they can relay the confirmation onto the server management and then the report will be published. This will be publicly viewable on the TSI website. Server management will be given a time range as to when the server could be reinspected.

If server management are unhappy with the report, they may speak to TSI management to undergo a thorough review, though changes are unlikely.

We hope that through routine inspections from The Server Inspectorate, all servers will strive to provide an exceptional service to the community.



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