

January 29, 2023

Dear Chairman Thompson and Members of the Committee:

My name is Clara Sweeten, resident of Overland Park, KS, and I am writing to offer my testimony regarding how my free speech has been violated by Nextdoor, a neighborhood social media website. I am in support, as a proponent, of Senate Bill No. 50.

I feel that I have been bullied by Nextdoor leads, moderators, and/or support because my conservative political views do not coincide with their liberal agenda. Twice my account has been suspended due to my comments in local political discussions--once in discussion of the Kansas Value Them Both Amendment and a second time in discussion regarding transgender athletes competing in women's sports. My account has also been suspended prior to that for a shorter period of time with accused violations of no longer having the address where I am registered on my account (I have owned my current home for over 23 years and have not changed addresses.) Another time it was disabled where Nextdoor stated it was by mistake after I contacted Nextdoor support regarding my suspended account.

I have contacted by email with Nextdoor support to state my case and to appeal to the reasons regarding why my account was suspended, and I have included these email exchanges, below. I have also contacted the Better Business Bureau who attempted to mediate and communicate with Nextdoor in regards to my 30 days suspension regarding discussion of the Kansas Value Them Both Amendment, after my prior email attempts proved unsuccessful, and this, too, was met with more obfuscation and contradictory "explanations" from Nextdoor that did not coincide with their stated guidelines as to how I was in violation. The text regarding this communication through the BBB is also included, below. My complaint is listed on the BBB website, dated August 1, 2022, which can be found here: <https://www.bbb.org/us/ca/san-francisco/profile/internet-service/nextdoorcom-inc-1116-447229/complaints?page=11>. It is currently on page 11 of the complaints regarding Nextdoor on the BBB website.

The first time my account was suspended is when Nextdoor claimed that I violated their guidelines regarding discussion on the Kansas Value Them Both Amendment, which went to a vote on August 2, 2022. I was in discussion regarding the details of the amendment and sought to dispel the misinformation regarding the proposed amendment, as well as expressing my pro-life views. I was ganged up on, bullied, and reported by fellow neighbors on the site, in spite of my efforts to be civil and polite in my responses. Nextdoor claimed that the tone and content of my comments were not the issue, but that my comments belonged in a private group and not on the general board. Their guidelines state that discussion of local political issues is allowed, and this state amendment with two abortion clinics in my city is a local issue, and these discussions regarding the amendment had been ongoing for weeks on the general board. I feel I was targeted because I did not agree with the political pro-abortion views of the Nextdoor leads, moderators, and support, and I was

censored and canceled. This is a violation of my free speech. I contacted the Better Business Bureau--BBB--on this issue, and that exchange is below as well.

The second time my account was suspended was in regard to one comment I made regarding Gov. Laura Kelly's vetoing of a bill that would protect women's sports in not allowing transgender, biological males from competing with women. I was accused of discrimination, I assume against the transgender community. I said nothing disparaging or accusatory against anyone who identifies as transgender, but was defending women athletes. My communication with Nextdoor support is also included, below. I have highlighted in yellow my comments that Nextdoor claims were in violation of their guidelines.

I feel that I am being targeted and bullied by Nextdoor liberal neighbors who report me to Nextdoor leads and moderators because of my conservative political views. Nextdoor support, which was based in Australia in some of my emails, communicated with me regarding my efforts to understand and appeal my case, both times with unsatisfactory results. I was threatened with having my account permanently disabled if I did not abide by their guidelines, and in spite of my repeated attempts to ascertain how and why I had violated their guidelines, I only received contradictory, confusing, and incongruous responses from Nextdoor who continued to claim I violated their guidelines without understandable explanation.

I do not have attachments with emails regarding when Nextdoor suspended my account with claims that I no longer had the address on my account as this was a notification on their website. My account was reinstated quickly before I emailed them on this matter. I also do not have emails from them regarding when they claim to have warned me on July 4, 2022, before suspending my account for 30 days regarding my discussion on the Kansas Value Them Both Amendment. That, too, was a pop-up warning on the Nextdoor website. I did not save screenshots of these.

I am reluctant to even use their website now, as I feel I am walking on thin ice with them and have been targeted. I do not believe I have violated their guidelines, and their claims that I have are not reasonable. My efforts to communicate with them and receive an answer regarding how I violated their guidelines have not explained this, and they have threatened to permanently remove my account if I violate their guidelines again. (This threat was on the Nextdoor website when I logged back on to my Nextdoor account after having been suspended.)

My free speech has been stifled, and I have been censored because I do not coincide with the liberal, progressive political agenda of the Nextdoor website, and open communication on both sides of an issue is not allowed. Propaganda and suppression of dissent are tools of an oppressive, totalitarian system. It is my hope that Senate Bill No. 50 will remedy these violations of our right to free speech and censoring in the cancel culture that we are unfortunately immersed in now in our state and our nation. Thank you for your

consideration on this matter and bringing this to the attention of the legislature to remedy this egregious violation of our Constitutional right to free speech.

Respectfully,

Clara Sweeten

Nextdoor account suspended, claimed to be in error

Re: Why my account was disabled

Inbox

Nextdoor Australia <help@au.nextdoor.com>

Tue, Jul 12, 2022, 12:59 PM

to me

Hi Clara,

We've received your enquiry and we'll start working on it as soon as possible. We usually respond to members within 24 to 48 hours.

We've recently made improvements to our Help Centre, where you'll be able to find many answers to questions as well as helpful tips on how to use Nextdoor, if you haven't checked this out already do take a look as it may help you in the meantime.

Setting up our new system has not been without its challenges and we're still working on some of the teething issues. If you receive this message twice or notice something else that doesn't quite seem right, the chances are we are working on it but if it's causing you a real bother please let us know.

Thank you once again for your message, we'll be back in touch as soon as we can.

Nextdoor Support Team

ref:_00D361GqdD._5001R1M9a8j:ref

Case # 09935618: Why my account was disabled

Inbox

help@au.nextdoor.com <help@au.nextdoor.com>

Tue, Jul 12, 2022, 6:51 PM

to me

Hi Clara,

I'm sorry for the trouble you've had with accessing your account.

I've reviewed your account and have determined that it was disabled in error. I've fixed this, so you should be able to sign in now as usual. I apologize again for any inconvenience this may have caused you.

Please let me know if I can help with anything else.

Best,

Joshua
Nextdoor

How did I do?

:D :) :| :(

Want to rate the product? You can do this once you have rated the agent.

ref:_00D361GqdD._5001R1M9a8j:ref
Clara Sweeten <clarasweeten@gmail.com>

Tue, Jul 12, 2022, 8:52 PM

to help

Thank you so much! I appreciate your handling this in a timely manner. Have a great evening!

Clara
Clara Sweeten <clarasweeten@gmail.com>

help@au.nextdoor.com <help@au.nextdoor.com>

Wed, Jul 13, 2022, 3:30 PM

to me

Hi Clara,

You are very welcome.

Please let me know if I can help with anything else.

Best,

Joshua
Nextdoor

Nextdoor account suspended regarding Kansas Value Them Both amendment

Re: My account was suspended.

Inbox

Nextdoor Australia <help@au.nextdoor.com>

Mon, Jul 25, 2022, 11:25 AM

to me

Hi Clara,

We've received your enquiry and we'll start working on it as soon as possible. We usually respond to members within 24 to 48 hours.

We've recently made improvements to our Help Centre, where you'll be able to find many answers to questions as well as helpful tips on how to use Nextdoor, if you haven't checked this out already do take a look as it may help you in the meantime.

Setting up our new system has not been without its challenges and we're still working on some of the teething issues. If you receive this message twice or notice something else that doesn't quite seem right, the chances are we are working on it but if it's causing you a real bother please let us know.

Thank you once again for your message, we'll be back in touch as soon as we can.

Nextdoor Support Team

ref:_00D361GqdD._5001R1NL9Lw:ref

Clara Sweeten <clarasweeten@gmail.com>

Mon, Jul 25, 2022, 12:00 PM

to Nextdoor

Thank you for your response. I will be looking forward to hearing from you in regards to my account.

Clara

Case # 10026136: My account was suspended.

Inbox

help@au.nextdoor.com <help@au.nextdoor.com>

Tue, Jul 26, 2022, 11:35 AM

to me

Hi Clara,

Thanks for contacting us about this issue.

We temporarily disabled your Nextdoor account after we received a complaint regarding your content and found that it didn't adhere to our Community Guidelines on discussing important topics in the right place.

Here is an example of the content that was brought to our attention:

Clara Sweeten 07/24/2022

Adriana Lyon We live in a Constitutional republic rather than a pure democracy, so that is how citizens have a voice through their elected legislators. Abortion is not health care. Doctors make an oath to do no harm, and health care involves the promotion of health, prevention of disease, and treatment of symptoms. Abortion causes the death of an innocent human life--not health care.

We have laws to set standards of civility and to protect the weak and defenseless from being exploited by those who are more powerful. Those of us who are pro-life believe that the unborn baby, a separate individual with unique DNA, has a right to life and deserves protection. Our laws are everyone's business. Just as we have laws against murder, theft, fraud, and other crimes that harm one another, it is the business of everyone in society to care about the standards set forth in our laws to have a just and civil society.

Most nationally-oriented political conversations or decisions carry some local implication. The issue of reproductive rights is one such topic, given that for many, their beliefs on the subject are deeply held and very personal. Reproductive health impacts nearly all Americans, so we recognize that it's a national issue with ties to just about every neighborhood and home.

Telling a story about personal experiences with reproductive rights and inviting people to events like a protest or rally is allowed in the main newsfeed. Any other discussion of

reproductive rights must happen in a group. The comment above was in the main newsfeed and that is why it was removed and you were suspended.

We previously warned you about this issue on 7/4/2022. As a result, your account will remain disabled until at least 8/10/2022. At that time, you can log into your account and access your Nextdoor neighborhood after checking a box stating that you agree to following the Guidelines.

Please let me know if I can help with anything else.

Best,

Chase
Nextdoor
How did I do?

:D :) :| :(

Want to rate the product? You can do this once you have rated the agent.

ref:_00D361GqdD._5001R1NL9Lw:ref

Tue, Jul 26, 2022, 3:02 PM

to help@au.nextdoor.com

Thank you for your response. I am struggling to understand this issue, so I hope that you can help me. I have read the guidelines many times, and I understand that it is not a violation of them to discuss local political issues. Perhaps you are unaware that this is a local issue that was being discussed amongst many neighbors who participated on both sides of the issue. We have a Kansas state amendment proposal that also affects us both on the state level and locally because the abortion clinics are in my neighborhood. We are not discussing a national political issue here. There have been many posts on this topic, often more than one a day, for weeks. I have authored none of these posts, but I have commented and replied because there is much misinformation going around on this topic, and I feel it is helpful for neighbors to hear from both sides of the issue in a civil, respectful discussion.

One question I have is: Was everyone's account suspended, as mine was, for discussion on this issue? If not, why have I been targeted? The comment of mine that you shared was a civil, respectful, explanatory response to a direct question. Please review the context. I was asked how the amendment returned the voice to the people, and what business is it of anyone else's regarding abortion laws, in other words, why do I even care. I cannot access

my account to share the exact context so I am going from memory here. I expressed and explained my view to answer her question. I fail to understand how this violated any guidelines, unless everyone who authored the post and commented on this thread was also suspended as I have been.

Please review the context of this again. I have frequently been insulted, bullied, and mocked with false accusations and assumptions been made against me in discussion on this issue. The only time I have reported a post was when two men were threatening harm to one another and it looked to be getting to a dangerous level. I do not report posts of neighbors with whom I disagree, as has happened to me unfairly here. People have used religious arguments and assumed my religious beliefs, and I have not discussed that or ignored their comments because I am aware that religion is not allowed for discussion according to Nextdoor guidelines. I have done my best to adhere to your guidelines, which I have read and reread, and I still fail to understand how this is in violation to discuss a local political issue in a civil, respectful manner, as I have done.

This is the first time my account has been suspended like this. The time before--I cannot remember the date--I contacted Nextdoor support and received a response within a day that said that my account was suspended in error, and I was given an apology. No mention was made of any specifics of why my account was suspended then. I have received notices to reread the guidelines, which I have done, and felt assured that I have not violated them, and assumed that it was an algorithm that sent that notice because someone reported me for a post with which they did not agree.

It is very possible for neighbors to discuss issues with which they disagree without being disagreeable, and I have even been complimented by one neighbor with whom I disagree for being a "star" because I am civil and respectful in my discussions. I do not believe it is right or fair for neighbors to be targeted for having an opposing viewpoint if they are expressing it in a mature, polite manner. We can all learn from one another.

Please respond with more explanation of why I have been targeted and suspended for providing a civil, respectful answer to a direct question on a local political issue. I do not want this to happen again, and I do not understand your guidelines, apparently. If the entire post and discussion is violating Nextdoor guidelines, please consider putting out a notice on the general board to that effect rather than targeting individuals like me with suspension of their accounts. Thank you for your consideration of this matter. I would like to be able to communicate kindly with my neighbors and share views and information on important topics without getting bullied, insulted, and suspended. Please explain this further to me so this does not happen again. Thank you.

Clara S.

Clara Sweeten <clarasweeten@gmail.com>

help@au.nextdoor.com <help@au.nextdoor.com>

Wed, Jul 27, 2022, 1:15 PM

to me
Hi Clara,

The original post was a quote, "Nobody will deprive the American people of the right to vote except the American people themselves and the only way they could do this is by not voting" by Franklin D. Roosevelt. It only talks about voting in a general sense. The comment section veered into voting on reproductive rights on the state and national level the latter of which violates our guidelines.

For privacy reasons we can't discuss any actions taken on another neighbor's account. Please keep in mind that all neighbors are responsible for following Nextdoor's Community Guidelines, regardless of the content posted by others.

I'm glad that you choose to respond civilly and respectfully to people you disagree with even they aren't responding in kind. That is a great quality! Your content was only removed due national politics being discussed in the main newsfeed, and not your position on reproductive rights.

Thanks again for your help in keeping community conversations helpful and neighborly. Let me know if I can assist with anything else!

Best,

Chase
Nextdoor

ref: _00D361GqdD._5001R1NL9Lw:ref
Clara Sweeten <clarasweeten@gmail.com>

Wed, Jul 27, 2022, 2:03 PM

to help@au.nextdoor.com
Hi, Chase,

Thank you for your response. I am still not understanding how I violated guidelines, which concerns me because this is likely to happen to me again. I have tried my best to honor your Nextdoor guidelines about not discussing national political issues or religious issues in the general board. In the midst of these discussions, I have seen that with my neighbors many discussions that did veer into discussing religion and national politics, and who often asked me pointed questions and made assumptions about me concerning my views on religious and national political issues, and I did not respond to these questions because I knew it was not allowed.

What I still do not understand is how I violated these guidelines. This issue under discussion, which has been on multiple posts for weeks, is the Value Them Both amendment which goes to a vote in Kansas on August 2. The case that brought this to the KS Supreme Court in 2019 which led to this constitutional amendment issue going to a vote of those in Kansas was from a couple of local doctors in my city of Overland Park. As I said, this is a local issue with abortions being performed in two nearby location in my city, and the vote is a state issue, which I understand to be local, and not national. There will be repercussions in my own city to be affected depending upon the results of this local issue.

Are we allowed to discuss local politics in the general board? That is what this discussion is in regards to the amendment in the upcoming vote in Kansas. This is not a discussion of Roe v Wade, which is national. This is a local political issue, statewide and in my city, with how this will affect both my city and my state. Isn't that local?

I have had many neighbors in these discussions, because I represented an opposing viewpoint, which I carefully outlined without personal attacks to stick to the issue, literally gang up on me and even talked about me in the posts about the problem of the "Claras" in the world, which I would see as public shaming. I realize this is an emotional issue and people have very strong feelings about this issue, which I did my best to be sensitive to in expressing what I felt about it.

At this point, I feel like I have been unfairly accused and attacked by my neighbors, and now by Nextdoor policies in being suspended when I tried my best to be civil and kind in my responses and in following the guidelines to not discuss national or religious issues in the general board. It appears that neighbors have turned antagonistic against me and ganged up on me to report me because I offered a viewpoint that was not in agreement with theirs. Yet I am the one having my account suspended. I do not feel I have been treated with respect by my neighbors or by Nextdoor in this matter.

My question for you then is this: Is discussion on a statewide and citywide political issue allowed on the general board? My understanding from reading the guidelines is that it is. Your guidelines concerning discussion of political issues states that the following is allowed:

"Stating why you support a particular local cause and/or why you support a local, state, or district candidate running for office".

This is what I did; I stated why I support this upcoming state amendment, which I understand to be a local political cause. Again, how is this in violation of your guidelines? This seems like an especially harsh treatment to suspend my account. Please help me to understand how discussion of a local political issue in a civil, respectful manner on Nextdoor has violated your guidelines when you guidelines state that it is allowed to discuss local political issues. It is not my goal or intention to violate your guidelines, which I am accused of doing, and have had my account suspended because of this. Thank you again for responding, and please help me understand this.

Clara S.

Clara Sweeten <clarasweeten@gmail.com>

(I received no further responses from Nextdoor after this email to them, and my account was reinstated after 30 days, but my group memberships were removed.)

Nextdoor group memberships removed

Re: My group memberships have been removed

Inbox

Nextdoor Australia <help@au.nextdoor.com>

Thu, Aug 11, 2022, 12:35 PM

to me

Hi Clara,

We've received your enquiry and we'll start working on it as soon as possible. We usually respond to members within 24 to 48 hours.

We've recently made improvements to our Help Centre, where you'll be able to find many answers to questions as well as helpful tips on how to use Nextdoor, if you haven't checked this out already do take a look as it may help you in the meantime.

Setting up our new system has not been without its challenges and we're still working on some of the teething issues. If you receive this message twice or notice something else that doesn't quite seem right, the chances are we are working on it but if it's causing you a real bother please let us know.

Thank you once again for your message, we'll be back in touch as soon as we can.

Nextdoor Support Team

ref:_00D361GqdD._5001R1OsZ77:ref

My group memberships have been removed

Inbox

help@au.nextdoor.com <help@au.nextdoor.com>

Sun, Aug 14, 2022, 6:17 PM

to me

Hi Clara,

Apologies for the trouble this has caused you and for the delayed response.

For security reasons, we are unable to restore your group membership. Sadly, you'll need to rejoin the group.

I hope for your understanding. Please let me know if you have questions.

Best,

Emmie
Nextdoor
How did I do?

:D :) :| :(

Want to rate the product? You can do this once you have rated the agent.

ref:_00D361GqdD._5001R1OsZ77:ref
Clara Sweeten <clarasweeten@gmail.com>

Sun, Aug 14, 2022, 8:34 PM

to Nextdoor

Thank you for the response. That is unfortunate, because I received invitations to some of the groups and cannot easily rejoin them without an invitation. I cannot find them when I do a search to request membership. Is there a way for all of the available groups to show up on a search so that I can request to rejoin? Thank you.

Clara Sweeten
help@au.nextdoor.com <help@au.nextdoor.com>

Sun, Aug 14, 2022, 9:14 PM

to me

Hi Clara,

Sorry for the inconvenience.

Unfortunately, we don't have the option yet to search for the group but I've noted this as feedback and passed it along to our Product team for their review and consideration.

If you require any further assistance, please let me know.

Best,

Emmie
Nextdoor
Clara Sweeten <clarasweeten@gmail.com>

Sun, Aug 14, 2022, 9:38 PM

to Nextdoor

Thank you for your quick response. Hopefully your providing feedback on this problem will provide an impetus to find a solution to improve the group search option and also prevent this issue with having group memberships deleted from happening to other Nextdoor members in the future. It is definitely a glitch in the system.

Clara
help@au.nextdoor.com <help@au.nextdoor.com>

Mon, Aug 15, 2022, 12:51 AM

to me

Hi Clara,

Thanks for your response.

Our Product team will definitely review our conversation and hopefully, we'll have the changes soon.

We really appreciate your help in building a better Nextdoor for your neighborhood. Let me know if there's anything else I can help you with.

Best,

Emmie
Nextdoor

Better Business Bureau communication with Nextdoor

Initial Complaint 08/01/2022 Complaint Type: Problems with Product/Service
Status: Answered My account with Nextdoor.com was originally temporarily disabled on July 12 due to their claims that I discussed a political issue in the wrong place on their site. The post where I commented, which has been an ongoing topic for weeks on the main feed with many neighbors contributing on both sides of the issue, was concerning the Kansas Value Them Both amendment, which is a state issue, with two abortion clinics in my city,

which makes it a local issue. I have never authored one of these posts, but I have been active to dispel the misinformation regarding this issue and to express my views, as have many other neighbors on both sides. Their guidelines do not allow national political discussions on the main feed--only in groups--but they do allow discussion of local political issues such as this. I have had repeated communication with them concerning this issue in efforts to understand how I violated their guidelines and why my account was disabled. They state they have no concerns with my content or my tone, but are only disputing that I did not discuss this in the right place on their website. I feel I am being treated unfairly by this company. I have not received an adequate or reasonable explanation as to why my account has been disabled, they claim until at least August 10. I feel that my conservative pro-life views are being unfairly censored. I have been civil and respectful in my discussions, in spite of being bullied, insulted, and with unfair accusations and assumptions made against me by neighbors. I have not discussed religion in these discussions because it is a violation of the guidelines, in spite of many others doing so. I have not retaliated or responded in kind when many of my neighbors ganged up against me to attack me personally. My goal was to offer the pro-life viewpoint and information on what the amendment means to inform one another in a respectful exchange for this important local political issue. I would like to have my account restored. Business response 08/03/2022 Nextdoor's Guidelines allow discussion of topics such as abortion if the discussion is civil and relevant to the neighborhood in a local scope. The neighbor's comments were in violation and they were correctly restricted. If the neighbor received inappropriate comments in the thread, they can reply to the email with the agent and provide examples so that we're able to investigate and take action. Customer response 08/04/2022 Complaint: 17653131

I am rejecting this response because: I have asked Nextdoor repeatedly how I violated their guidelines by commenting in posts regarding a local issue on a Kansas Value Them Both amendment in a civil and respectful manner. This response from them is yet again a confusing, incongruous non-answer as they still assert that I violated their guidelines without an explanation as to how or why. Nextdoor's response claims, "Nextdoor's Guidelines allow discussion of topics such as abortion if the discussion is civil and relevant to the neighborhood in a local scope." The response they said that was reported to them was local in scope, civil and relevant, and was in direct response in answer to a question from a neighbor concerning how the amendment would return the issue on abortion laws to a voice of the people, saying that "Abortion is healthcare," and asking what business it is of mine, i.e., why do I care if women want to have abortions. My answer was as follows: We live in a Constitutional republic rather than a pure democracy, so that is how citizens have a voice through their elected legislators. Abortion is not health care. Doctors make an oath to do no harm, and health care involves the promotion of health, prevention of disease, and treatment of symptoms. Abortion causes the death of an innocent human life--not health care. We have laws to set standards of civility and to protect the weak and defenseless from being exploited by those who are more powerful. Those of us who are pro-life believe that the unborn baby, a separate individual with unique DNA, has a right to life and deserves protection. Our laws are everyone's business. Just as we have laws against murder, theft, fraud, and other crimes that harm one another, it is the business of everyone in

society to care about the standards set forth in our laws to have a just and civil society. I still fail to understand how this civil, relevant answer to a specific question from a neighbor has violated Nextdoor guidelines. I have asked Nextdoor repeatedly to explain this, and I am met with further obfuscation such as this, and I am not given a clear, direct, specific reason as to how I violated guidelines. They just continually claim that I violated them. I have been told by them that it is not due to my tone, which was always polite and respectful, or the content of my conservative, pro-life view; their claim was that it was not in the right place to be on the main feed and belonged in a group, while these discussions have been ongoing for weeks on Nextdoor's main feed. My responses were relevant and topical and did not attack or accuse my neighbors unfairly, even as I was being bullied and attacked repeatedly for expressing my views. I did not respond in kind. I deserve a clear explanation as to how I have violated the guidelines, an apology from Nextdoor, and to have my account restored immediately. In the case that this is not forthcoming, my only conclusion can be that I have been unfairly and unjustly discriminated against by Nextdoor because my conservative pro-life views do not coincide with their political agenda. I have been censored. My account has been disabled for 30 days. This is an egregious and unacceptable way to run a neighborhood discussion site and needs to be corrected.

Sincerely, *****

Business response 08/06/2022 Our Support team appropriately worked with and clarified to the neighbor why her comments were in violation of our guidelines. Customer response 08/16/2022

Complaint: 17653131 I am rejecting this response because: I was given contradictory information from Nextdoor support. They claimed that topics such as abortion in a local political issue were allowed in the main feed. My comments were on the main feed, about the Kansas Value Them Both amendment regarding abortion, which was a local political issue--both statewide and in the city where I live with the two abortion clinics nearby. Their claim as to how I violated their guidelines was that my comments were not in the proper place and belonged in a private group vs the public main feed or general board. They claimed that comments such as mine were allowed on the main feed, then they claimed that I violated their guidelines by having them in the wrong place on the main feed instead of a private group. This does not make sense. Their communication was incongruous, inconsistent, and confusing. I am still left not knowing how I violated their guidelines due to this contradictory response from Nextdoor. I expressed concern that without my understanding how I violated their guidelines that I would again unknowingly violate them, and they threatened me with having my account permanently disabled in the future if I did not abide by their guidelines. Their response remains unsatisfactory to me in spite of my repeated attempts to communicate with them to understand how I violated their guidelines. I would appreciate a clear, direct, reasonable, and logical response from them instead of this further obfuscation. Thank you. Sincerely

[Nextdoor emails regarding account suspension on transgender athletes](#)

Case # 10938049: Please tell me why

Inbox
Updates
support@nextdoor.com <support@nextdoor.com>

Nov 10, 2022, 3:02 PM

to me

Hi Clara,

Thanks for contacting us about this issue.

We temporarily disabled your Nextdoor account after we received a complaint regarding your content and found that it didn't adhere to our Community Guidelines on do not discriminate.

Here is an example of the content that was brought to our attention:

Clara Sweeten 11/07/2022

@Michael Her point is valid, regardless of those details. Laura Kelly supports having biological males compete in women's sports, which is unfair and ruining the playing field for women. She vetoed the bill that protected women's sports.

<https://www.kansascity.com/news/politics-government/article250869464.html>

Discriminating against, threatening, or insulting individuals or groups based on race, color, ethnicity, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, housing status, disability, or medical condition is unwelcome on our platform

As a result of your comment, your account will remain disabled until at least November 13th, 2022. At that time, you can log into your account and access your Nextdoor neighborhood after checking a box stating that you agree to following the Guidelines.

Please let me know if I can help with anything else.

Best,

Sierra
Nextdoor
How did I do?

:D :) :| :(

Want to rate the product? You can do this once you have rated the agent.

ref:_00D361GqdD._5001R1SN6gj:ref
Clara Sweeten <clarasweeten@gmail.com>

Clara Sweeten <clarasweeten@gmail.com>

Nov 23, 2022, 1:51 PM

to support@nextdoor.com
Hi, Nextdoor Support:

Thank you for reactivating my Nextdoor account. I appreciate your letting me know how you claim that I violated your guidelines, based upon your policy against discrimination. For your consideration, I hope that you will consider my point of view on this issue.

I agree that Nextdoor should have a policy against discrimination, and a neighborhood is no place to have unkindness, insults, and attacks. In reference to the topic to which I responded, I intended nor stated any unkind discrimination against the transgender community. The issue was concerning a commercial by a woman athlete in regard to how our Kansas governor did not support women's sports by vetoing a bill that restricted transgenders, who were biologically men, to compete in women's sports. There has been much ongoing discussion on what is fair and right in this issue, in the sports community and in politics. As you are probably aware, Lia Thomas, who did not rank well swimming in the men's competitions, has been far and above the ranking of the women since transitioning and is swimming with the women. Many women athletes, who have been training and working hard to be at the top of their sport, simply cannot compete against Lia, who has a distinct advantage with musculoskeletal development and lung capacity due to biological differences. This is not an issue of discrimination, but it is a biological and scientific fact. <https://www.sportsrec.com/6580144/how-do-men-and-women-differ-athletically>.

There is a reason why sport competitions have been divided between men and women, boys and girls, physically able and physically challenged, and amongst different age groups so that the playing field is more fair and level. Children do not compete against adults; younger children's sports are divided in age groups, and US Olympians do not compete against those in Special Olympics. To do so would be unfair and would discriminate against those who are biologically and physically at a disadvantage, as is the case with transgenders competing in women's sports. In the article referenced above, the only competitions where sex/gender is not a consideration is in equestrian sports and shooting competitions, due to the innate physical differences between biological men and biological women.

My hope is that you evaluate this issue to amend your policy against discrimination to truly reflect an arena on Nextdoor where there is not discrimination and where discussion on local political issues such as this can be allowed in discussion within the parameters of

civility and reason. To shut down discussion and disable a Nextdoor member, such as you did with my account, is discriminating against me personally because I disagree with policies that are discriminating against women athletes in allowing transgenders, with a distinct and real biological advantage, to compete in women's sports. It is unfair to women, and my comment was in support of women athletes, who need to be supported in their efforts in sporting competitions.

This issue is yet to be resolved, and is a trending topic, and was brought up by another member in the local political discussion. How to resolve this issue to be fair and allow a more level playing field for all athletes is still under discussion, and a solution that is fair and non-discriminatory for all concerned needs to be determined. This article suggests one such solution to the issue, and more discussion, and legislation, is necessary to come to the best solution for this problem for all athletes--men, women, and the transgender group as well. <https://www.forbes.com/sites/donnalopiano/2022/08/04/a-fair-and-inclusive-solution-for-transgender-women-in-sports/?sh=ce6b95012efd>

It is important for me to get along well with my neighbors, agree or disagree, on both sides of political and other issues. I long for a community where we are all kind, fair, and civil with one another in all of our differences and diversities. It was very hurtful to me personally that I was accused of being discriminating against anyone, as you have accused me by disabling my account, as my intent was not to hurt anyone, but to stand up for women athletes as a whole where they feel that policies to allow transgenders in competition with them is unfair and unreasonable to them. Please reconsider your policy, and open your mind to see this from another point of view, to truly have a Nextdoor platform that is not discriminating. Your stance in accusing me of discrimination and not allowing my perspective to be voiced in defense of a policy that discriminates against women athletes, is in effect discriminating against women athletes and against me personally for standing up to defend them.

I apologize for the length of this email, but it is a complex issue, and I long to be understood here, as I have been unjustly and unfairly accused of discriminating against a group of people, and that is far from my intent. Thank you for considering this, and I hope you and Nextdoor support will reevaluate your policy to make Nextdoor better and not to censor and disable members in civil and polite discussion, and will not jump to unfair conclusions, assumptions, and accusations, as you have done against me. Thank you.

Sincerely,

Clara S.

support@nextdoor.com <support@nextdoor.com>

Nov 23, 2022, 4:00 PM

to me

Hi Clara,

Thanks for your feedback on the matter.

We will take note of this and send it to the appropriate channels.

Please let me know if you have any further concerns.

Best,

Sierra
Nextdoor
Clara Sweeten <clarasweeten@gmail.com>

Nov 23, 2022, 8:14 PM

to support
Hi, Sierra,

Thank you for your quick response and sending my note on. I appreciate it. Happy Thanksgiving!

Gratefully,

Clara
support@nextdoor.com <support@nextdoor.com>

Nov 24, 2022, 12:34 PM

to me
Hi Clara,

You're very welcome. Happy Thanksgiving to you as well!

If there's anything else you need help with, please let us know.

Best,

Sierra
Nextdoor

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