P U Z Z L D

#peacebypiece

HOW PUZZLD WORKS

Version 1.1

A guide for anyone telling Puzzld what happened to them

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Not left. Not right. Against hate.

Founded in the United Kingdom · Open to the world

PART I: PUZZLD IN ONE MINUTE

Puzzld proves where ordinary people are being failed, and fixes it.

You tell Puzzld what happened to you. Puzzld checks it, puts it together with what happened to others, and publishes what the evidence shows. Then it acts: it holds the organisation responsible to account, or it builds the thing that was missing.

Three things make Puzzld different from posting online.

(a) **Your account is tested.** Puzzld checks what it is told before it relies on it.

(b) **Your account is counted.** One voice is easy to ignore. A proven pattern is not.

(c) **Something is done with it.** Every finding ends in action, and the result is recorded in public.

Puzzld is not left and not right: it is against hate. It has no shares and cannot be sold. It backs no party, but it says so publicly when any party attacks people's rights, and it protests, peacefully and on evidence, when people are failed or attacked.

PART II: THE JOURNEY

(1) **You speak.** You tell Puzzld what happened to you, privately, through the form.

(2) **We test it.** Your account is checked and given a grade from A to D.

(3) **We count it.** It is put together with what happened to others, to see whether there is a pattern.

(4) **We publish.** What the evidence shows is made public, with the organisation's reply beside it.

(5) **We fix it.** Either Puzzld holds the organisation to account, through the organisation itself, the regulator, Parliament, the press and, if it is still ignored, peaceful protest. Or, where something people need is missing, Puzzld Inventions builds it.

Every account follows the same path. The first four steps are the same for everyone. The fifth depends on what the evidence shows.

PART III: RIGHTS, INVESTIGATIONS AND ACCOUNTS

Puzzld's work is organised in three layers. Knowing which is which makes the site easy to follow.

Layer	What it is	Example	What you do there
Right	One of the 41 rights in the Charter of Rights, such as housing, health or equality. Every investigation is filed under one.	Housing (Charter of Rights, Article 30)	Find the investigations that concern a right.
Investigation	One specific question, put to one named institution, that can be answered with evidence. This is where the work happens.	What happens when someone tells their council they have nowhere to sleep tonight?	Read the question, see the evidence so far, and add your account if it happened to you.
Account	One person's first-hand description of what happened to them.	Someone's record of the night they asked their council for help, and what they were offered.	Give yours, privately, through the form.

Why Puzzld works this way

A broad complaint cannot be proved. Nobody can show that "housing is unfair". A narrow question can be answered, and an answer is something an institution has to respond to.

You do not have to work out the question yourself. Tell Puzzld what happened, whatever it is about, and Puzzld does the narrowing. When enough people tell Puzzld about the same thing, it becomes a new investigation.

PART IV: TELLING PUZZLD WHAT HAPPENED

Puzzld asks what happened to you, not what you think. The form takes a few minutes and asks for the following.

(1) What it is about, or which investigation it belongs to.

(2) Whether it happened to you, you saw it, or you were told about it.

(3) What happened, in your own words.

(4) When and where it happened.

(5) Which organisation was responsible, if any.

(6) Whether you complained, and what reply you received.

(7) Anything that shows it: a letter, an email, a photograph, a reference number.

(8) How it affected you.

(9) What would have prevented it, or what would have helped.

(10) Whether Puzzld may contact you to check details, and whether you agree to your account being used without your name.

What counts

(a) Something that happened to you, or that you saw yourself.

(b) Details: a date, a place, the organisation involved.

(c) Documents, if you have them. They are not required, but they make your account much stronger.

What does not count

(a) Something you heard from someone else. Puzzld may follow it up, but it is not evidence.

(b) Opinions or general impressions, however strongly held.

(c) Claims about a whole group of people. Puzzld does not accept these as evidence of anything.

(d) Anything that targets people for who they are. This is against the Puzzld Charter of Rights and is not published.

PART V: WHAT HAPPENS TO YOUR ACCOUNT

Your account is never published as it arrives. It goes through five steps first.

(1) **It is matched.** If there is an open investigation it fits, it is added to that investigation. If there is not, it is kept as a lead and counted with others on the same subject.

(2) **It is checked.** Puzzld may contact you to confirm details or ask whether you have documents.

(3) **It is graded.** Every account receives one of four grades, shown below.

(4) **It is counted.** Your account is compared with others to see whether the same thing is happening to many people.

(5) **It is used.** Accounts that hold up become part of a published finding. Your name is not included.

Grade	What it means in plain words	What Puzzld can do with it
A	Documented. There is a letter, record or official reply that shows it.	Rely on it in a published finding.
B	Corroborated. Several people who do not know each other describe the same thing.	Rely on it as a pattern, stating how many accounts.
C	A single credible account, not yet backed up.	Quote it as one person's experience only.
D	Not verified.	Keep it on file. Never publish it.

When leads become an investigation

Puzzld watches every lead. When 10 or more people describe the same thing, the same organisation or the same place, Puzzld must consider opening an investigation into it, and if it does, it says the investigation came from you. The site shows which subjects people are raising, as numbers only, once 10 or more have raised one.

PART VI: HOW AN INVESTIGATION WORKS

An investigation asks one question and follows it until there is an answer and a response. Each investigation has its own page, and the page always shows which stage it has reached.

Status	What is happening	What you can do
Open for accounts	Puzzld is gathering accounts and requesting records from the organisation concerned.	Add your account.
Being tested	Accounts and documents are being checked and graded. A second person reviews the work.	Follow progress.
Awaiting reply	The organisation has been sent the finding and given time to respond before publication.	Follow progress.
Published	The finding is public, with its method, its limits and the organisation's reply.	Read the finding.
Responding	Puzzld is acting on the finding. Each step and each reply is recorded on the page.	See what has been done.
Closed	The matter has been resolved, or every route has been used. The record stays public.	Read the full record.

Every investigation page shows the same things: the question, the status, the number of accounts received, what evidence is still needed, and, once published, the finding and every response to it.

Puzzld publishes what it finds, whichever way it falls. If the evidence shows an organisation did nothing wrong, that is the finding.

PART VII: WHAT PUZZLD DOES WITH A FINDING

A finding is not the end. Every finding leads to one of two kinds of fix, and sometimes both.

When an organisation is at fault

Puzzld Evidence takes the finding through these steps, in order. It moves to the next only if the one before has failed.

(1) **The organisation itself.** Puzzld sends the finding and asks for a written reply and a remedy.

(2) **The regulator or ombudsman.** Puzzld makes a formal submission to the body that oversees the organisation.

(3) **Parliament and government.** Puzzld submits evidence to inquiries and writes to the MPs whose constituents are affected.

(4) **The press.** Puzzld offers the finding and its evidence to journalists.

(5) **Legal referral.** Where the law may have been broken, Puzzld points those affected to organisations that can advise and act.

(6) **Protest.** If the organisation still does not act, Puzzld protests, peacefully and in public, carrying the published evidence.

Standing with people straight away

The order above is for Puzzld's own findings. When people are attacked or threatened for who they are, Puzzld does not wait: it speaks out and joins peaceful protest at once, and publishes its evidence afterwards.

When something is missing

Sometimes nobody has broken a rule. People are failed because something they need does not exist, or is out of their reach. In that case Puzzld Inventions builds it.

A product is built only when four things are true.

(1) A published finding shows the need.

(2) The problem is an absence, not an organisation behaving badly.

(3) Nothing suitable is already available at a price people can meet.

(4) Puzzld can make it safely.

The people who gave accounts shape the product. Their answers to "what would have helped?" set what it must do, and they test it before it is released.

Keeping the two honest

Puzzld publishes every finding, whether or not a product follows. No finding is changed to suit a product. Prices and the use of any money made are published.

PART VIII: WHAT PUZZLD DOES NOT DO

Puzzld is built to prove patterns and fix them. It is not the right place for every problem, and it is better to say so plainly.

Puzzld does not	Because	Where to go instead
Deal with emergencies	Investigations take time.	Call 999 if someone is in danger.
Give legal or immigration advice	This advice is regulated and must come from a qualified adviser.	A solicitor, a law centre or a regulated immigration adviser.
Take on urgent individual cases	Puzzld works on patterns across many people, not one person's deadline.	An advice service, your union or students' union, or your MP.
Publish opinions	An opinion cannot be tested.	Tell Puzzld what happened to you.
Name private individuals	Findings are about organisations and how they act.	
Tell you how to vote	Puzzld backs no party. It does condemn any party, on the evidence, when it attacks people's rights, whichever party it is.	
Promise an outcome	Puzzld can prove a problem and press for a fix. It cannot force an organisation to act.	

You can still give Puzzld your account while you get help elsewhere. The two do not conflict.

PART IX: YOUR PRIVACY AND SAFETY

Nothing you tell Puzzld is used without your agreement, and you are never named without it.

(a) **You choose.** Before you send anything, Puzzld tells you how it will be used. You can withdraw your account at any time before a finding is published.

(b) **You stay anonymous in public.** Accounts themselves are never published. A finding may quote your words, only with your consent and never in a way that identifies you. Puzzld knows who you are so that it can check your account, and does not pass that on.

(c) **Sensitive details are protected.** If your account involves your health, religion, ethnicity or similar matters, Puzzld collects only what is needed and limits who can see it.

(d) **Your details are not kept longer than needed.** Personal details are deleted once they are no longer required for checking.

(e) **Your safety comes first.** If an account suggests someone is at risk of harm, Puzzld directs them to appropriate support.

PART X: COMMON QUESTIONS

Question	Answer
Do I need proof?	No. A clear first-hand account is enough to be included. Documents make it stronger, so share them if you have them.
Can I stay anonymous?	Yes, in everything Puzzld publishes. Puzzld needs a way to contact you so it can check your account, but your name is never made public.

Question	Answer
My problem does not match any investigation. Should I still send it?	Yes. It is kept as a lead. When 10 or more people tell Puzzld about the same thing, Puzzld must consider opening an investigation into it, and the site shows which subjects people are raising.
Can I just say what I think about an issue?	Puzzld does not collect opinions. Tell it what happened to you, and let the evidence make the argument.
What if I only heard about it from someone else?	Say so on the form. Puzzld may follow it up, and you can encourage the person it happened to to give their own account.
What stops people lying?	No finding rests on one account. Accounts are checked against documents and against each other, and the organisation is given the chance to reply before anything is published.
Can I change my mind?	Yes. You can withdraw your account at any time before a finding is published.
Will Puzzld solve my own case?	Not directly. Puzzld proves patterns and presses for change that helps everyone affected. For your own case, use an advice service as well.
What if the organisation ignores the finding?	Puzzld moves to the next step: the regulator, Parliament and the press, and then it protests, peacefully and in public. Every refusal to answer is recorded, with a count of the days.
What if the evidence shows nothing was wrong?	Puzzld publishes that. It reports what the evidence shows, not what anyone hoped it would show.
Is Puzzld political?	Not left, not right: against hate. Puzzld backs no party and tells nobody how to vote. But when any party, politician or government attacks the rights in the Charter, Puzzld says so publicly, with the evidence, whichever party it is.
Does Puzzld protest?	Yes. Peaceful protest grounded in evidence is one of Puzzld's methods. It protests when a finding is ignored, joins peaceful protests in defence of people's rights, and stands with people straight away when they are attacked for who they are. Never violence.
Why does Puzzld make products?	Because some problems are not caused by anyone breaking a rule. When the evidence shows that something people need does not exist, Puzzld builds it.

PART XI: WORDS PUZZLD USES

Word	Meaning
Account	One person's first-hand description of what happened to them.
Right	One of the 41 rights in the Charter of Rights. Every investigation is filed under one.
Investigation	One specific question that Puzzld is answering with evidence.
Lead	An account or tip that does not yet belong to an investigation.
Evidence	An account, document or record that has passed Puzzld's checks.
Grade	A rating from A to D showing how well an item of evidence is supported.
Finding	The published answer to an investigation's question.
Right of reply	The chance given to an organisation to respond before a finding is published.
Days without an answer	The days an institution has gone without answering a finding. Puzzld counts them in public.

Word	Meaning
Puzzld Evidence	The section of Puzzld that gathers and tests accounts and holds organisations to account.
Puzzld Inventions	The section of Puzzld that builds what a finding shows is missing.
Evidence Standard	The published rules Puzzld follows when testing evidence. The full text is the Puzzld Evidence Standard.
Charter of Rights	The statement of the rights Puzzld defends and holds itself to.