Valve Scandals Registry — The Steam Dossier

Source: https://phishdestroy.io/steam_dossier/valve_scandals_registry
CC0 1.0 Universal · 2026-09-30

Dieses Material ist auf Englisch verfügbar. Zurück zum Dossier · Deutsch ↗
Master scandal archive

Valve Scandals Master Registry — 160 Sourced Incidents

SOURCE RECORDS (RAW): 11,768
Reported. Sourced. Still open.

WHAT THIS SECTION PROVES
This master registry collates 160 independently verified primary records detailing persistent platform flaws, removed community reports, and unaddressed consumer support failures across Valve's ecosystem. Spanning verified Trustpilot dispute filings, archived GitHub security issue tickets, and regulator proceedings, it establishes recurring systemic breakdowns in account recovery and customer dispute resolution.

← Back to Executive briefing
160 collected records: a support operation rated by the people who used it, threads that stopped being visible, platform flaws filed and left, and the incidents Valve has already had to answer for. Nothing here is our characterisation — every row carries its original source. Open one and read it yourself.

Source Records
11,768
Across all categories
Platform Flaws
3,372
Community-reported platform flaws
Censored Threads
109
Moderator-removed Reddit posts
Support Complaints
471
Verified Trustpilot complaints
Enforcement feasibility

Auth-host domain blocking

Domain-level blocking of OpenID authentication hosts is technically straightforward to implement: once a resource is barred from Steam login redirection, third-party domains acting as authentication proxies for that same resource can be filtered by the same rule set. A detailed discussion of implementation feasibility is provided in the main dossier.

What this means — OpenID and openid.realm

OpenID is the sign-in standard behind the “Sign in with Steam” button: the site does not receive the password, Steam confirms the identity to it. **openid.realm** is the field carrying the address of the site asking for the sign-in, and **openid.return_to** the address Steam is to send the user back to. Steam receives both on every request and prints the realm on its own login page — which is why this dossier can name the host each platform authenticates through.

Section 3 — the observed routes →

See enforcement feasibility in the dossier →
Category: Trustpilot Support Complaints (Filtered Negative Escalations) 176 matching source records · duplicates collapsed
Consumer Complaint 2026-07-20

Author: C***

I’ve used Steam for years, but lately, their sales have really lost their edge. I was hoping to score some solid discounts, but many games still feel overpriced, even during sales. Plus, the support response times can be frustratingly slow when issues arise.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2026-07-20
Consumer Complaint 2025-05-09

Author: S* L*****

Support are never able to help you and only able to redicrect you to public linkBreaking there own TOSNot able to provider a refundNot able to provide a safe place for gamingBase on the game you play you can get scam.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2025-05-09
Consumer Complaint 2024-12-30

Author: F***

This company allowed a single phishing scammer 7656…2045 in 100's of its user community chat rooms "Steam Chat" the whole week of Winter Sales, 12-23-2024 - 2025 to spam spaceintrader a scam phishing website.Don't support Valve & Steam that support scams. Don't give your log in credentials to account hijacking scammers. This company also allows engagements of commercial advertising / spam for gambling in violation of its own Rules and Guidelines / Online Conduct. 7656…5023 proof - groups/deskinsfans key drop advertising, thanks TannerfromKD and Valve!*"The Consumer Review Fairness Act (CRFA) protects people’s ability to share their honest opinions about a business’s products, services, or conduct, in any forum, including social media. The law protects a broad variety of honest consumer assessments, including online reviews, social media posts, uploaded photos, videos, etc. And it doesn’t just cover product reviews. It also applies to consumer evaluations of a company

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2024-12-30
Consumer Complaint 2024-07-31

Author: A***

horrible company.randomly you get "This account may have been accessed by someone else."this happened to me 3 times.the 3rd time they wanted a cd key.a spent useless cd key that nobody has any reason to keep laying around.i gave them the paypal bill for my first purchase back in 2015.i gave them a bill for my first phone number ever on the account.i still got the same email attached to the account.this company is literally a scam. nothing but a scam.they randomly claim you been accessed somewhere else and then require you to give them information no reasonable person would ever have, if not your done and have to rebuy everything.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2024-07-31
Consumer Complaint 2023-12-09

Author: K***

Had 288 euros in steam wallet, someone hacked my account even with two step verification, write a steam support for help but only answer was if something is spent in community market they can’t help.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2023-12-09
Consumer Complaint 2023-09-26

Author: J***

I was banned for saying "Who let grandma on the PC"and another for simply calling someone ignorant.Power tripping mods, devs who don't care, steam doesn't care. Yet allows racism/trolling/etc Fk steam, its a joke now.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2023-09-26
Consumer Complaint 2022-08-31

Author: Anonymous

Steam community is plain bad for a various reasons:1. Steam forums are a big mess, for example they allow users to post in any language and as result you get jumbled mess with posts in foreign languages together with English language posts. For example, If you check CS GO forums, you'll see half of posts are in Russian and half in English. I don't understand why such a big and international company would leave their forums so unorganized like that. All other normal companies have English only language allowed which is an international language and sometimes subforums for other languages like German, French and etc... so if French people want to post in French they go specifically in that sub-forum. But no, Steam doesn't care about this. Their forums is a one big mess.2. Moderation is biased and joke. I don't understand why such a big company like Steam can't afford to hire people for moderation and pay them. Instead they just recruit random people for moderation who do it for free and

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗

Documented support grievance
Captured: 2022-08-31
Consumer Complaint 2022-05-28

Author: J*

The login code never arrives. I hate Steam.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2022-05-28
Consumer Complaint 2021-11-08

Author: N*

The service is terrible, I only signed up because I really like the game I wanted, but the rest is terrible, I hope to get something better soon.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2021-11-08
Consumer Complaint 2021-06-18

Author: W*

They scam people for money, dont believe me? Read thisSource: Steam Subscribers/User Agreement NO GUARANTEESTO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER VALVE NOR ITS AFFILIATES GUARANTEE CONTINUOUS, ERROR-FREE, VIRUS-FREE OR SECURE OPERATION AND ACCESS TO STEAM, THE CONTENT AND SERVICES, YOUR ACCOUNT AND/OR YOUR SUBSCRIPTION(S) OR ANY INFORMATION AVAILABLE IN CONNECTION THEREWITH.In short: You got a virus or your data leaked because of our software? Whoopsies we dont care, that isnt even legal or the last of their scammy stuff...

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2021-06-18
Consumer Complaint 2021-05-14

Author: B*

The support is one of the worst I've ever seen.Useless support team.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2021-05-14
Consumer Complaint 2020-04-02

Author: J*

Steamcommunity has 15% fees, 15!!!!

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2020-04-02
Consumer Complaint 2020-03-27

Author: H*

What can I say? the support is one of the worst I've ever seen maybe the FUNCOM is much worse. If you tell the true on the steam forum you just got a BAN even if what you said did not violated the rules of the forum.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2020-03-27
Consumer Complaint 2018-03-16

Author: B*

don't sign up will stick on your computer will kill your pc power you can't remove it from your pc even you deleted it will stay woking in the system

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2018-03-16
Consumer Complaint 2016-12-27

Author: J*

In bloddy hate their page it's tiresome, it's in no way intuitive. I tried reaching out for support, but that is a maze.I'm simply trying to log in and redeem a key of a product I already bought, their search function is a joke. I f*u*c*k*i*n*g hate them. The layout is not like the how to video from the dealer, this can be done much simpler. I don't frigin care aboutn what other titles you have in store or what genre, I just want to redeem my key and install.

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2016-12-27
Consumer Complaint 2016-10-28

Author: P*

Support on site is terrible.Refunds not happend yet, despite games not working.No help at all if key is bought outside their system, so as a customer you can bounce back and through between bad support systems?? I wait for some other companies to compete in this market, for this can't be the best we as customers can expect.And do put an email up to find, instead of this stuppid website where you spend so long time trying to find a solution on, instead of a simple mail. Often the problem is not there, or if it's there just saying no help here???I need a response

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2016-10-28
Consumer Complaint 2016-06-26

Author: V* W***

Useless support as always!

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗

Documented support grievance
Captured: 2016-06-26
Consumer Complaint 2014-07-01

Author: J***

expensive, and support team not willing to cooperate

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2014-07-01
Consumer Complaint 2014-04-15

Author: B***

When you pay for a program, you expect it too work. cant not buy or anything and have written to valve. but there is not a being done a damn thing abut it..

Target Domain: steamcommunity.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2014-04-15
Consumer Complaint 2026-09-03

Author: M***

Worst platform ever wont give me a refund even though a game is unplayable because of bugs I won't ever be using the crap platform again I hope the platform breaks down for good piece fo crao

Target Domain: steamcommunity.com / steampowered.com
Inspect on Trustpilot ↗
Documented support grievance
Captured: 2026-09-03
No matching records

Try adjusting your active query or checking a different category tab.

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