Your Review Policy

Fill in each line for your agency, have a director sign it, and give a copy to everyone who touches reviews. Ask a qualified professional to check it once, and review it twice a year (lesson 7.1).

The full course and the reviews audit: reyse.co.uk/resources/reviews. November 2026 edition. General education, not legal advice.

Our review policy

	Our rule
What we ask, when, and who's asked (everyone, the same way)	
When we pause a request	
How fast we reply, and who approves	
What a reply never contains	
Negative reviews: owner and process	
Suspected fake reviews: how we report	
Who holds each login, and the records we keep	
Data protection requests go to	

What we never do

- [ ] Offer anything for a review: no discounts, vouchers, gifts, fee reductions or prize draws.

- [ ] Choose who’s asked, or where they’re sent, by how happy they seem.
- [ ] Set quotas, league tables or bonuses for review counts, or give scripts or suggested wording.
- [ ] Ask staff, former staff, family or friends to review, or ask a client to name a colleague.
- [ ] Use a clause or settlement that stops a client reviewing, or trades a refund for removing a review.
- [ ] Put personal data, fees, rent or deposit details in a public reply.

Who does what

Role	Name	Deputy
Review owner		
Branch champion		
Reply approver		
Escalation lead		
Account owner		
Data protection contact		

Signed (director): _____ Date: _____ Next review: _____

Rather we did this for you? It’s part of Found First, done for you: reyse.co.uk/products/reviews