

Review Policy

Effective Date: 03/08/2026

Last Updated: 03/08/2026

1. Purpose

This Review Policy explains how reviews, ratings and feedback are collected, published, moderated and managed on our platform ("Platform").

Our aim is to provide customers with genuine, honest and useful feedback while ensuring tradespeople are treated fairly.

By submitting a review or using the Platform, you agree to this Review Policy.

2. Who can leave reviews

Reviews may only be submitted by subcontractors who have genuinely used or arranged services through the Platform.

We may use reasonable measures to verify that a review relates to a genuine interaction.

We reserve the right to refuse or remove reviews that cannot be reasonably verified.

3. Honest Reviews

Reviews should be based on your own genuine experience.

Reviews should:

- Be truthful.
- Be accurate.
- Be fair.
- Be based on facts where possible.
- Reflect your personal experience.

Opinions are welcome provided they are honestly held and relate to the service received.

4. Review Ratings

Subcontractors may be asked to provide ratings in areas such as:

- Quality of work
- Communication
- Punctuality
- Professionalism
- Reliability

Ratings should accurately reflect the customer's experience.

5. What reviews must not include

Reviews must not contain:

- False or misleading statements.
- Personal attacks.
- Threats or abusive language.
- Hate speech.
- Discriminatory content.
- Profanity intended to insult.
- Confidential information.
- Personal addresses.
- Telephone numbers.
- Email addresses.
- Financial information.
- Medical information.
- Criminal accusations without supporting evidence.
- Defamatory statements.
- Advertising or promotional content.
- Political content unrelated to the service provided.

6. Fake Reviews

Fake reviews are strictly prohibited.

This includes:

- Reviewing work that never took place.
- Asking others to submit false reviews.
- Creating multiple accounts to influence ratings.

- Paying for reviews.
- Offering incentives for positive reviews.
- Posting negative reviews to unfairly damage a competitor.

Accounts found engaging in fake review activity may be suspended or permanently removed.

7. Reviews by Subcontractors

Subcontractors must not:

- Review themselves.
- Review competitors dishonestly.
- Ask family members or friends to leave misleading reviews.
- Attempt to manipulate overall ratings.

Subcontractors may encourage Tradespeople to leave honest reviews but must never pressure Tradespeople regarding the content of those reviews.

8. Editing Reviews

Customers may edit their reviews where permitted by the Platform.

Edits should only be made to:

- Correct factual inaccuracies.
- Update information following completion of work.
- Reflect a resolved dispute.
- Add additional relevant information.

We reserve the right to retain previous versions for moderation and fraud prevention purposes.

9. Review Moderation

We may review content before or after publication.

Reviews may be removed, hidden or edited where they:

- Breach this Policy.
- Breach our Terms and Conditions.
- Breach our Acceptable Use Policy.
- Contain unlawful material.
- Include personal information.

- Include spam.
- Are clearly false or misleading.
- Have been submitted fraudulently.

We are not responsible for verifying every factual statement contained within reviews.

10. Reporting a Review

Tradespeople may report reviews they believe:

- Are fake.
- Are abusive.
- Are misleading.
- Breach this Policy.
- Reveal personal information.
- Were submitted by someone who did not use the service.

Reports should include as much supporting information as possible.

11. Review Investigations

Where a review is disputed, we may:

- Request further information from either party.
- Ask for evidence that work took place.
- Temporarily hide the review during investigation.
- Remove the review if it breaches our policies.

Our decision following an investigation will be final unless new evidence becomes available.

12. No Guarantee of Removal

We will not remove a review simply because:

- It is negative.
- A tradesperson or subcontractor disagrees with it.
- It affects a business's reputation.
- A customer changes their mind without valid reason.

Negative reviews are an important part of providing balanced information to users provided they comply with this Policy.

13. Responses to Reviews

Responses should:

- Remain professional.
- Address the issues raised.
- Avoid revealing confidential information.
- Avoid personal attacks.

We reserve the right to remove responses that breach our policies.

14. Review Ownership and License

Customers retain ownership of the content they submit.

By submitting a review, you grant us a worldwide, non-exclusive, royalty-free licence to:

- Display the review.
- Publish the review.
- Store the review.
- Moderate the review.
- Use the review to improve our services.
- Display ratings derived from the review.

This licence continues unless the review is removed in accordance with this Policy or applicable law.

15. Removal of Reviews

Reviews may be removed where they:

- Breach this Policy.
- Are proven to be fake.
- Relate to the wrong business.
- Were submitted by mistake.
- Contain unlawful content.
- Infringe another person's legal rights.
- Are required to be removed by law or court order.

Removal of a review does not necessarily indicate wrongdoing by either party.

16. Changes to this Policy

We may update this Review Policy from time to time.

Where changes are made, the updated version will be published on the Platform together with the revised "Last Updated" date.

Continued use of the Platform following publication of changes constitutes acceptance of the revised Policy.

17. Contact Us

If you have questions regarding this Review Policy or wish to report a review, please contact us.

Email: Dan@skylinepainting.co.uk

Company: Opratives

Website: Opratives.co.uk