

Feedback Policy



Purpose

This policy sets out the guidelines for using the Feedback System on Fairly Staffing. Its goal is to ensure that feedback is used constructively, fairly, and transparently – to build trust, support continuous improvement, uphold accountability, and protect the integrity of our platform while fostering a respectful and trustworthy community for clinics and temps.

Scope

This policy applies to all platform users – including clinics and temps – who submit or are subject to feedback. Feedback is always one-directional: clinics rate temps, and temps rate clinics, based on their shift experience.

Definitions

Rating: A numerical score from 1 to 5 stars.

Review: A written comment submitted alongside a rating.

Feedback: The combination of a rating and a review.

User: Any clinic or temp on the Fairly Staffing platform.

1. Submitting Feedback

1.1 Structure, Honesty and Accuracy

- Feedback is critical to the integrity of the platform. As such, it is mandatory after every shift and must include both a rating and a written review – no exceptions.
- Feedback must reflect the user's genuine experience.
- It should fairly represent the quality of the service provided by the user during their shift.
- Fabricated, misleading, or incentivized feedback is strictly prohibited.

✓ “The assistant arrived 10 minutes late.”

✗ “This temp ALWAYS cancels last-minute” (*when they've only worked one shift and didn't cancel*)

1.2 Constructive and Respectful Language

- Feedback must be written respectfully and professionally, even if critical.
- Abusive, discriminatory, defamatory, or threatening language is not allowed.
 - See Section 2.3 for more information.

✓ “Clinic was disorganized, but front desk tried their best.”

✗ “This office is a total mess and the staff are clueless.”

1.3 Relevance

- Reviews must relate specifically to the experience with the other user.
- Irrelevant, retaliatory, or off-topic comments are not permitted.
 - See Section 2.3 for more information.

✔ “The temp was professional but wore the wrong scrub colours – we will clarify dress code for next time.”

✘ “This clinic always leaves bad reviews, beware!”

1.4 Privacy and Confidentiality

- Personally identifiable information (PII) should not be included in reviews unless explicitly permitted.

✘ “Dr. Smith at 123-456-7890 should be reported.”

✔ “The dentist gave helpful guidance throughout the day.”

2. Moderation and Feedback Removal

2.1 Platform Transparency

- Individual ratings and written reviews are strictly confidential and never visible to users. This protects honest feedback and encourages candor without fear of retaliation.
- Users can only see aggregate information:
 - Their own average rating, e.g. ★ 4.6 (123 Reviews).
 - The average rating of the opposite party during the shift booking process, such as:
 - Clinics see the average rating of temps who apply to their shifts.
 - Temps see the average rating of clinics that post shifts.
- However, feedback is stored internally and may inform moderation, account standing, or support investigations.

2.2 Our Approach

Fairly Staffing believes honest feedback — including critical feedback — is an important part of maintaining high standards and accountability. We aim to foster a culture of continuous learning and improvement. As such:

- Feedback will not be edited, altered, or removed unless it clearly violates this policy.
- **Critical or negative but policy-compliant feedback will not be removed or modified, even if a user disagrees with it.**

2.3 Grounds for Removal

We reserve the right to remove, edit, or restrict feedback at our sole discretion if it:

- Violates any part of this policy.
- Is demonstrably false, fraudulent, misleading, off-topic, or spam
- Contains offensive, abusive, discriminatory, harassing, or inappropriate content.
- Involves personal attacks, PII, or confidential information.
- Is submitted in bad faith or with malicious or retaliatory intent.

2.4 Finality of Submitted Ratings

Once feedback is submitted, it **cannot be edited or retracted**, even if a user later changes their opinion or believes they were rated unfairly in return.

- This ensures the integrity and neutrality of the system.
- Users are encouraged to take a moment before submitting feedback to reflect honestly and calmly on their experience.
- If submitted feedback violates policy, it may still be removed by Fairly Staffing – but not simply because someone changes their mind.

Example:

A temp who submits a 5-star rating and later realizes the clinic left them a 2-star rating cannot revise their original feedback in retaliation.

3. Use of Feedback

- Feedback is used for quality assurance, maintaining accountability and platform trustworthiness, and guiding internal support decisions.

- It may also be anonymized and used in product improvements or user coaching.
- Anonymized feedback summaries may be shared with users upon request. However, **user identities will never be disclosed** when sharing feedback.

4. Roles and Responsibilities

4.1 Users

- Submit feedback honestly, fairly, and in accordance with this policy.

4.2 Fairly Staffing

- Monitor submissions for policy compliance.
- Investigate and address violations.
- Moderate with consistency and fairness.
- Protect users' privacy and platform integrity.

5. Non-Compliance

Violations of this policy may result in:

- Editing or removal of submitted feedback.
- Warnings or account suspension.
- Permanent removal from the platform in severe or repeated cases.