

How to challenge a review via the FeefoHub

When you have logged into the Hub, you will be presented with the following page.

This is the feedback page where all your published reviews will be displayed in chronological date order.

The screenshot displays the FeefoHub Feedback interface. At the top, there is a search bar labeled "Search order reference ..." and a date range filter set to "Dec 22, 2020 - Jan 19, 2021". Below the search bar, there are several filter icons for star ratings (5 stars, 4 stars, 3 stars, 2 stars, 1 star) and a "Quick search" section with links for "Monitored awaiting reply", "My to-dos", "Unread", "Pending Moderation", and "Failed Moderation".

The main content area shows a tabbed interface with "ALL REVIEWS (18)", "SERVICE (18)", and "PRODUCT (0)". Below the tabs, it states "Display up to 10 - out of 18 results" and "18 service and 0 product".

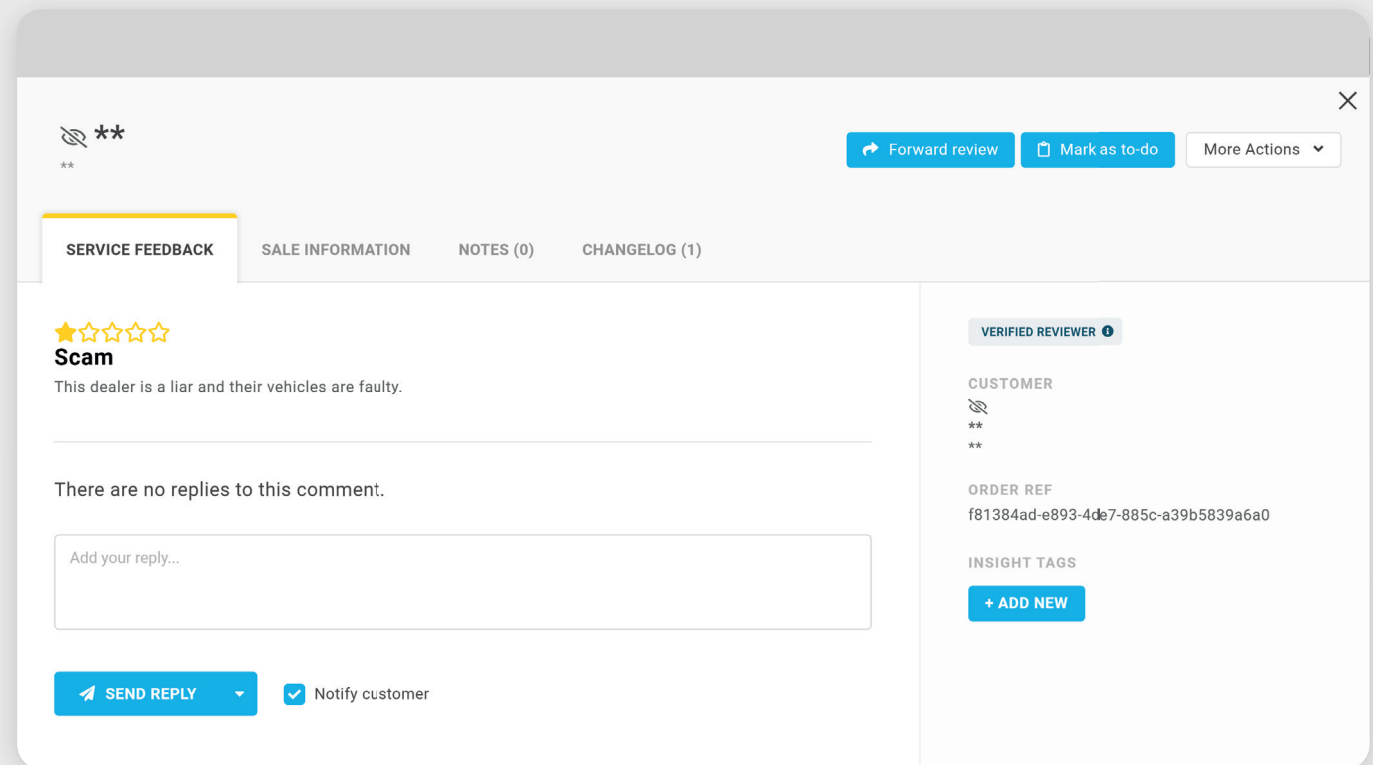
Two review entries are visible:

- The first review is from a "VERIFIED REVIEWER" with order reference "50d58ded-792b-4...". It is a "SERVICE FEEDBACK" with a 5-star rating and the text "Great! Fantastic dealer and really reliable". The review status is "OPEN REVIEW" and it has been "REPLIED".
- The second review is also from a "VERIFIED REVIEWER" with order reference "7a7f465b-e143-4...". It is a "SERVICE FEEDBACK" with a 4-star rating and the text "Auto publish Automatically publish this review".

There are **two different ways** that a review can be challenged within the Hub.

The first way that this can be done is by clicking into the review that you would like to challenge.

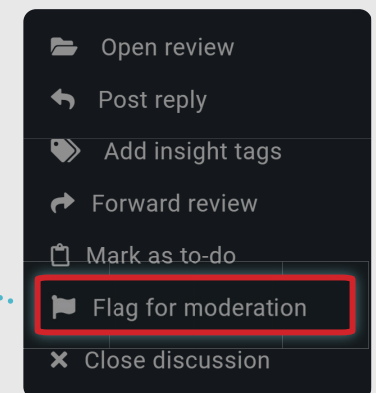
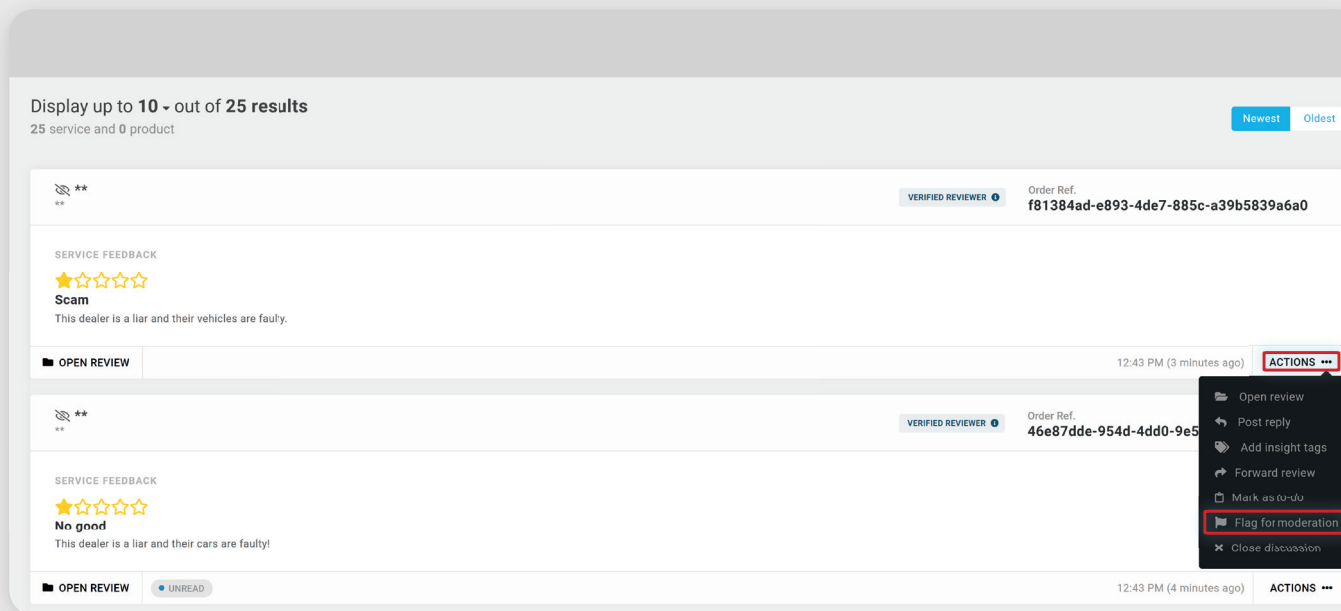
For example:



You will then be taken into that specific review and can click **'More Actions'** and then select **'Flag for moderation'**:

The screenshot displays the Feefo Hub interface for a specific review. At the top right, there are three buttons: 'Forward review', 'Mark as to-do', and 'More Actions'. The 'More Actions' button is highlighted with a red box, and its dropdown menu is open, showing 'Flag for moderation' (also highlighted with a red box) and 'Close discussion'. Below the buttons, there are tabs for 'SERVICE FEEDBACK', 'SALE INFORMATION', 'NOTES (0)', and 'CHANGELOG (1)'. The main content area shows a review with a 5-star rating and the title 'Scam'. The review text reads: 'This dealer is a liar and their vehicles are faulty.' Below the review, there is a section for replies, stating 'There are no replies to this comment.' and a text input field for adding a reply. At the bottom left, there is a 'SEND REPLY' button and a checked checkbox for 'Notify customer'. On the right side, there is a 'VERIFIED REVIEWER' badge, a 'CUSTOMER' profile with a redacted name, and an 'ORDER REF' field with the value 'f81384ad-e893-4de7-885c-a39b5839a6a0'. At the bottom right, there is an 'INSIGHT TAGS' section with a '+ ADD NEW' button.

The other way that you can challenge a review is by clicking on **'ACTIONS...'** in the bottom right and then selecting **'Flag for moderation'**:



After you have clicked '**Flag for moderation**', you will be presented with the following:

Request Moderation

By requesting moderation of this review it will be temporarily unpublished while Feefo have an opportunity to review the content.

For more information on refer to our [content guidelines](#)

Reason for moderation:

FULL REVIEW

SERVICE FEEDBACK

Scam

★ ★ ★ ★ ★

This dealer is a liar and their vehicles are faulty.

CANCEL

REQUEST MODERATION FOR SELECTED

In the **'Reason for moderation'** box you will need to list the reason that you are challenging the consumers' review.

Once you have filled this in, you can click **'REQUEST MODERATION FOR SELECTED'**.

Request Moderation

By requesting moderation of this review it will be temporarily unpublished while Feefo have an opportunity to review the content.

For more information on refer to our [content guidelines](#)

Reason for moderation:

Please remove this review as it doesn't meet your content guidelines.

FULL REVIEW

SERVICE FEEDBACK

Scam

★★★★★

This dealer is a liar and their vehicles are faulty.

CANCEL

REQUEST MODERATION FOR SELECTED

The review will now show as **'PENDING MODERATION'**.

This will now be sent to our Moderation Queue and a member of the Support Team will pick this up within two working days.

You will receive an email informing you of the outcome of your challenge.

