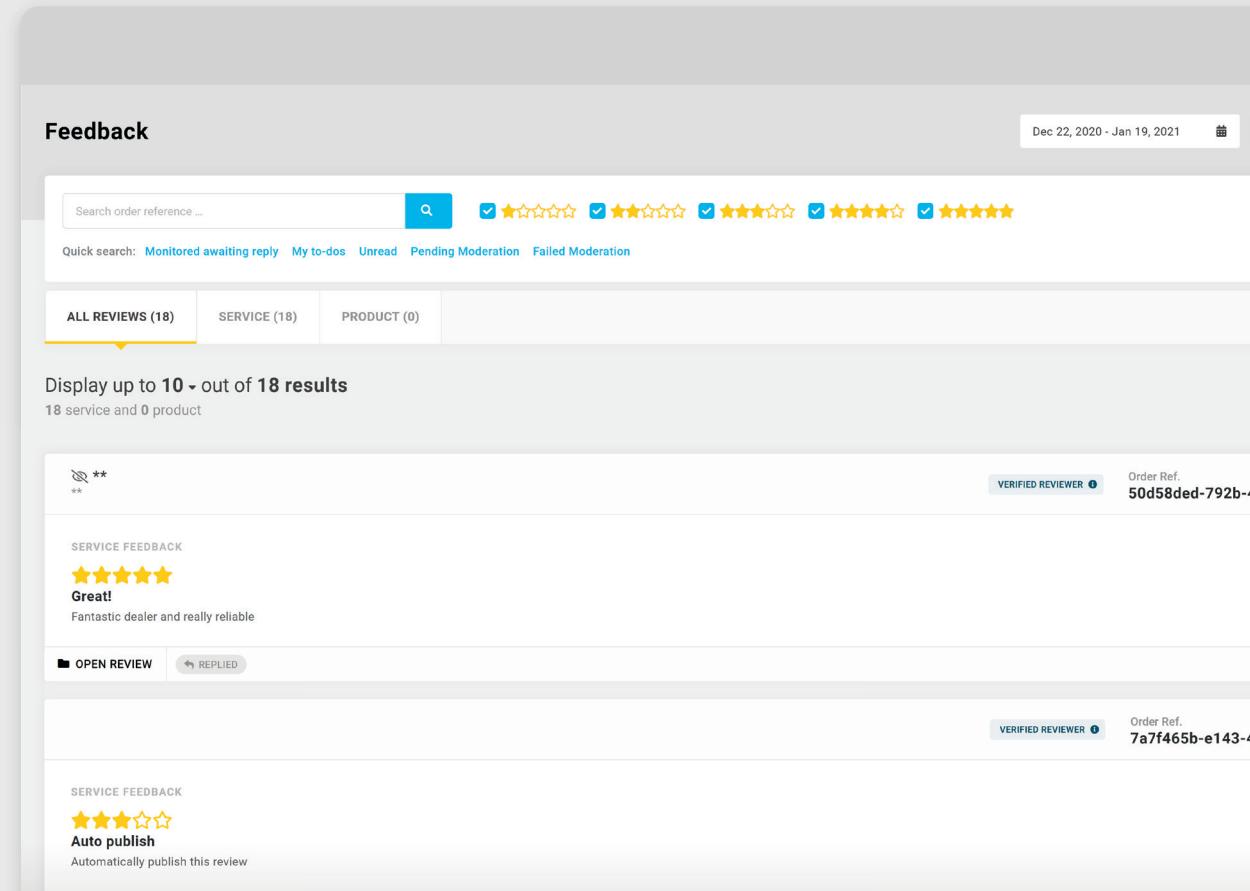


# How to challenge a review via the FeefoHub

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

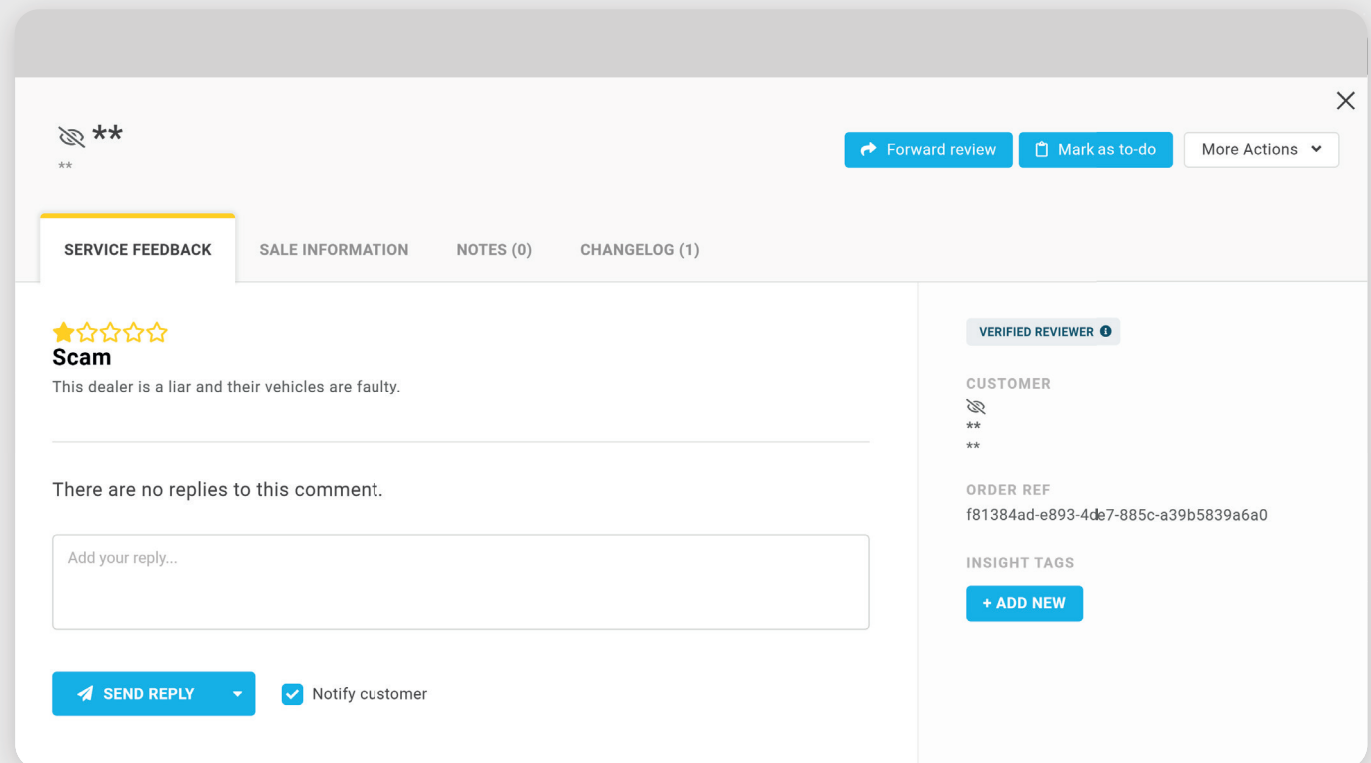
This is the feedback page where all your published reviews will be displayed in chronological date order.



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.

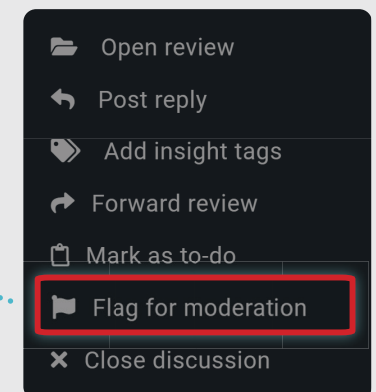
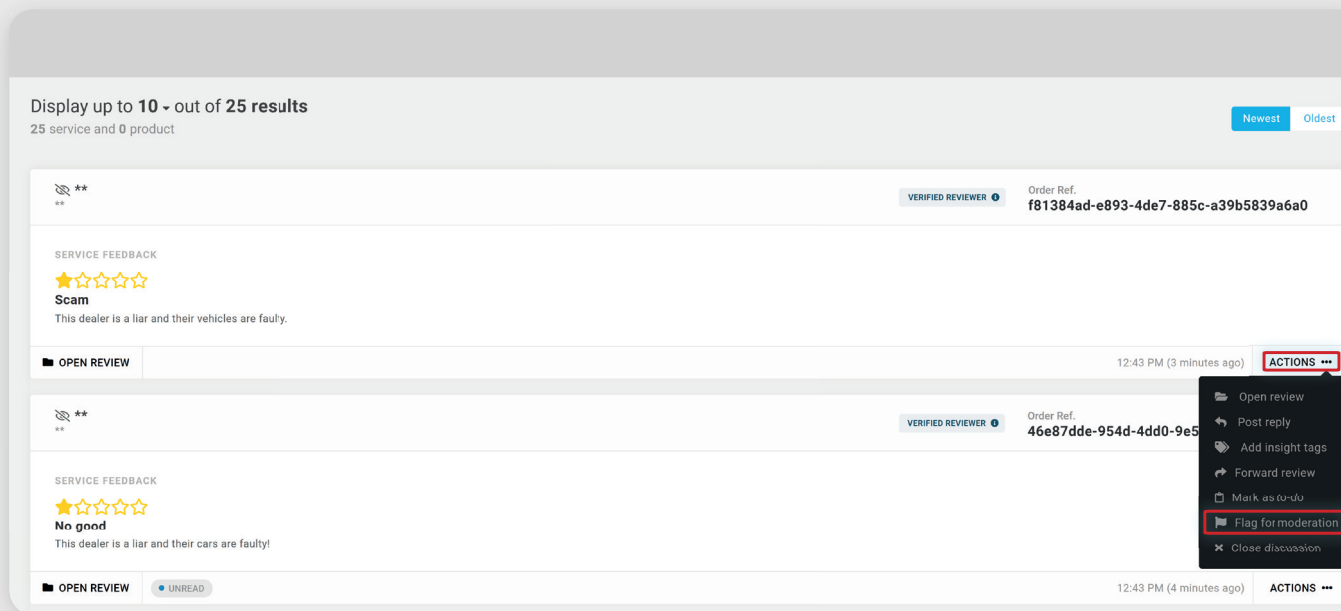
For example:



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 managing a review. At the top, 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'. The review itself is titled 'Scam' with a 5-star rating and the text '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, there is a 'SEND REPLY' button and a checkbox for 'Notify customer'. On the right side, there is a 'VERIFIED REVIEWER' badge, a 'CUSTOMER' section with a profile icon and name, an 'ORDER REF' section with a unique identifier, and an 'INSIGHT TAGS' section with an '+ 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:

content guidelines'. Below this is a label 'Reason for moderation:' followed by a text input field. The right section contains two checked checkboxes: 'FULL REVIEW' and 'SERVICE FEEDBACK'. Under 'SERVICE FEEDBACK', there is a category 'Scam' with a 5-star rating (all stars are yellow) and a text description: 'This dealer is a liar and their vehicles are faulty.' At the bottom of the dialog, there are two buttons: 'CANCEL' on the left and 'REQUEST MODERATION FOR SELECTED' on the right. The background shows a blurred view of a car listing page with a date 'Dec 22, 20...' visible in the top right corner."/>

**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](#)'.

content guidelines'. Below this is a text input field labeled 'Reason for moderation:' which contains the text 'Please remove this review as it doesn't meet your content guidelines.' This field is highlighted with a red border. The right section contains two checked checkboxes: 'FULL REVIEW' and 'SERVICE FEEDBACK'. Below these is the word 'Scam' followed by five yellow stars and the text 'This dealer is a liar and their vehicles are faulty.' At the bottom of the dialog, there are two buttons: 'CANCEL' on the left and 'REQUEST MODERATION FOR SELECTED' on the right, which is highlighted with a red border. The background of the dialog is white, and the overall interface has a dark grey header and footer."/>

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.

