

THE BURY DIRECTORY

Helping People to Help Themselves

Responding to Reviews on The Bury Directory

FAQ's About Reviews on The Bury Directory

What can service users comment on?

Users will be asked to review their experience of a service and give a star rating to accompany their review. They will also be asked to give a title to their review. In order to post a review on a service page, users must be registered on The Bury Directory. Reviews are anonymous to protect individuals; similarly we do not permit reviews that mention anyone by name. All comments will be monitored before becoming live on the website and are screened for libel, profanity, generally offensive or discriminatory comments.

Users are advised that all comments they make must be fair. That means their opinions must be honestly held and based on facts which are true.

As a service provider; you will be notified by The Bury Directory Team when you receive any feedback on your service. You have the right to respond to any feedback that you receive. You can read more about our terms and conditions for posting reviews by [clicking here](#).

How do I respond to comments left on my service/organisation page?

You will need to be fully registered on the website in order to respond to reviews. In some instances, you may have been pre-registered on the website. If you have never added or updated your own The Bury Directory page then it is likely that you are only pre-registered on the website.

You can register your account by [clicking here](#).

You will be asked to provide your name, email address and a password. Once you have registered you will be sent an email with a code that will need to be pasted immediately into your open browser window. You can then log into the website.

Once you have logged into the site, you can manage your reviews by visiting your Dashboard and clicking on "Your Reviews".

This page will show you all the reviews you have on your service page and from this area you can choose which review you want to respond to.

If you are having difficulties logging into your account please email theburydirectory@bury.gov.uk or complete the online form by clicking here.

How long will comments remain on the website?

Comments older than two years will be deleted from the website, although we do reserve the right to delete any comments at any time.

How do I deal with comments that seem unfair or unjust?

Comments reflect a service users own experience. It is important to remember that people's experiences are very personal and that just because you disagree with it does not mean that it is defamatory if published.

If you feel a comment does not refer to your service, or has been published in error, then please email theburydirectory@bury.gov.uk explaining why you think this review is not in line with our reviews policy. A member of the team will assist you and reassess the comments.

When responding to negative reviews please try to remain calm and please do follow our guidelines for posting site reviews. Please remember your review will be seen by everyone who visits your service page and your response will be a greater reflection on your service than any comment a user may make.

Your comment will be the final word. We will not accept further comments on the website. If a comment appears to be a response to an earlier comment made we will remove it. If you notice a comment that we have missed that appears to be the response to an earlier comment then please let us know at theburydirectory@bury.gov.uk

Please do not contact The Bury Directory team asking who posted comments about your service. Due to data protection laws we are unable to reveal this information.

Won't the reviews function just attract people who want to air their grievances?

The review function on the site is a requirement of the Local Offer, of which The Bury Directory is a response to. Reviews allow people to make informed choices about their experience with a service. The comments also allow service providers to monitor and assess their level of service. In our experience, people are more likely to leave a review rating a service that they have had a good experience than a negative one.

If you have dealt with someone who has been really pleased with the service you offer, then why not recommend they leave a review on your service page.

Useful Information

[Terms and Conditions for Posting Reviews on The Bury Directory](#)