

## SPAAN RATING AND REVIEW POLICY

### 1. Purpose

- 1.1 This policy aims to foster transparency, trust, and accountability between employers and job seekers on the SPAAN platform. It enables both parties to rate and review each other following genuine professional interactions. Reviews help inform hiring decisions, enhance community trust, and support a respectful, constructive community **and environment**.

### 2. Eligibility to Review

- 2.1 Only verified users (employers or job seekers) who have completed a job or work engagement through SPAAN can leave a review. Reviews must be based on real experiences and submitted within 30 days of the engagement's conclusion.

### 3. Review Content Guidelines

- 3.1 All reviews should be:
- 3.1.1 Honest and based on direct experience
  - 3.1.2 Respectful and constructive
  - 3.1.3 Relevant to the hiring or working relationship

## 3.2 Prohibited content includes:

- 3.2.1 Hate speech, discriminatory, or explicit content
- 3.2.2 Harassment or defamatory statements
- 3.2.3 Personal or sensitive information (e.g., names, contact details)
- 3.2.4 False, misleading, or retaliatory claims
- 3.2.5 Legal threats or accusations

3.3 Focus reviews solely on the professional experience related to the engagement.

3.4 Be specific, constructive, and avoid vague or off-topic comments.

3.5 Refrain from including personal information or unsubstantiated claims.

3.6 Reviews must not be used to harm competitors, promote affiliates, or manipulate platform ratings.

## 4. Review Process and Visibility

4.1 Reviews become publicly visible immediately after submission. (Note: Reviews are subject to moderation and may be removed if found to violate policies.)

4.2 Each review will include the reviewer's profile, promoting transparency.

## 5. Moderation and Disputes

### 5.1 SPAAN employs a two-tiered moderation system:

#### 5.1.1 **Automated Moderation**

Reviews are scanned for:

- Offensive or inappropriate language
- Personally identifiable information (PII)
- Promotional, duplicate, or suspicious activity
- Flagged reviews are held for human review.

#### 5.1.2 **Human Moderation**

Our team reviews:

- System-flagged content
- User-reported reviews
- Random samples for quality assurance

### 5.2 **Reviews are assessed for:**

- 5.2.1 Relevance
- 5.2.2 Tone
- 5.2.3 Bias or manipulation
- 5.2.4 Adherence to this policy

### 5.3 **User Reporting and Appeals**

- 5.3.1 Users may report inappropriate reviews by contacting support.
- 5.3.2 Reviews are reviewed within 3–5 business days.

5.3.3 If a review is removed, the reviewer will be notified and may appeal the decision via support.

## 5.4 Transparency & Fairness

5.4.1 All moderation actions are logged and periodically audited to ensure consistency and fairness.

5.4.2 SPAAN does not edit reviews; violations may lead to removal or requests for editing. (Reviewers will be notified of such actions and reasons.)

## 6. Ratings System

Each review includes a 5-star rating across relevant dimensions:

### 6.1 For Employers:

- Communication
- Fairness
- Timeliness
- Work Environment

### 6.2 For Job Seekers:

- Professionalism
- Skill Level
- Reliability
- Communication

6.3 Ratings are averaged to calculate an overall score.

6.4 Users are encouraged to provide detailed comments to clarify their ratings.

## 7. Abuse and Policy Violations

7.1 SPAAN prohibits review manipulation through coercion, threats, incentives, or false interactions.

7.2 Examples include:

- Offering payment or benefits for reviews
- Retaliatory or deceptive reviews
- Creating fake engagements to generate reviews

7.3 Consequences:

- Review removal
- Posting restrictions
- Account suspension or permanent ban

## 8. Removing a Submitted Review

8.1 Once published, reviews can only be removed if they violate this policy.

8.2 Requests for removal must be submitted through support and will be reviewed based on our content and moderation guidelines.

8.3 Users can request review removal if they believe their review violates policies or contains inaccuracies.

8.4 Requests will be handled promptly and fairly.