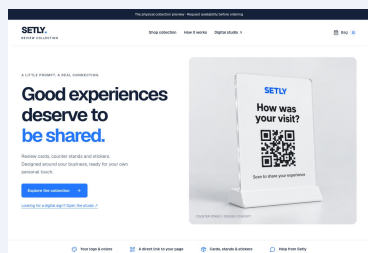


Reply to a critical review

Acknowledge the concern and offer a useful route to resolve it.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Read the complaint and check facts internally before replying.
- 2 Acknowledge the reported experience without arguing or exposing private records.
- 3 Offer a monitored contact route for details.
- 4 Keep investigation and resolution separate from any request to change a review.

EXAMPLE - ILLUSTRATIVE

A business offers to investigate a scheduling issue without posting the customer's appointment history.

CHECK YOUR RESULT

Does the response help resolve the issue rather than win a public argument?

Reply to a critical review

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Thank you for raising this.

We are sorry to hear about [publicly stated concern].

Please contact [monitored route] so our team can review the details with you.

DONE WHEN

Does the response help resolve the issue rather than win a public argument?

FURTHER READING

[Google: tips to get more reviews](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.