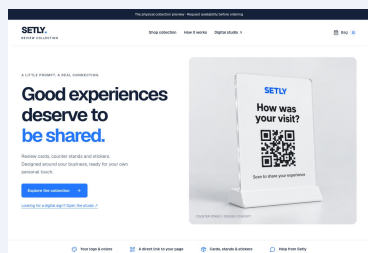


Review feedback tracker

Turn public feedback into operational improvements.



FROM THE SETLY PROJECT LIBRARY

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

YOUR ACTION PLAN

- 1 Record themes rather than only counting stars.
- 2 Separate praise, service issues and suggestions.
- 3 Assign a person to investigate recurring issues.
- 4 Record the improvement and review whether the theme continues.

EXAMPLE - ILLUSTRATIVE

Repeated comments about unclear appointment instructions lead to a revised confirmation message.

CHECK YOUR RESULT

Does the tracker lead to a change customers can notice?

Review feedback tracker

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.

Review date:

Theme:

Public response:

Internal action:

Owner:

Follow-up date:

DONE WHEN

Does the tracker lead to a change customers can notice?

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.