

# Decision on the review you ve flagged - Case #00807915

Reply due: 7h 1m 43s Resolution due: 1d 19h 1m SLA plan: Default 12 Hours Plan Created: 21 December 2025 12:36 PM Updated: 21 December 2025 12:36 PM

| DEPARTMENT   | OWNER      | TYPE                | STATUS | PRIORITY |
|--------------|------------|---------------------|--------|----------|
| Social Media | Unassigned | Customer Feedbac... | Open   | Normal   |



Start typing to insert tags...

Page 1 of 1 [View All](#)

[« Previous Ticket](#) [Next Ticket »](#)



**Trust Support** USER

Posted on: 21 December 2025 12:36 PM



Hi Culinary Concepts Limited,

Thanks for your inquiry about the review by M.M, which you flagged for containing defamatory content.

### The assessment

When a review is flagged for this reason, we run it through our AI-powered defamation tool. This tool considers whether the content you've identified, in the context of the whole review, is likely to cause serious harm to someone's reputation or serious financial loss to a business.

Keep in mind that while you may consider the content to be negative, this is different from being defamatory.

### The decision

In this case, we've assessed the review and determined that the content you've identified is not defamatory. Therefore, we've reinstated the review and won't be taking any further action.

### Tell your side of the story

You can always reply to this review to address feedback and share your side of the story. Replies appear alongside the review, giving readers the full picture from both perspectives. This builds credibility, shows empathy, and can turn critics into loyal customers.

If you have any questions, please let us know by replying to this email.

Thanks,

Page 1 of 1 [View All](#)

[« Previous Ticket](#) [Next Ticket »](#)