

CONSUMER REVIEWS POLICY

Stephens Scown

14 May 2026

This Consumer Reviews Policy (**Policy**) governs how we collect, manage and present consumer reviews in accordance with applicable consumer protection legislation. We will monitor further guidance from the Competition & Markets Authority (**CMA**) and update this Policy as required.

1. Who we are and how to contact us

- 1.1 Stephens Scown LLP (**we, us our**) Curzon House, Southernhay West, Exeter, Devon, EX1 1RS (registered company number OC356696).
- 1.2 **Contact us.** www.stephens-scown.co.uk/contact
- 1.3 **Website.** www.stephens-scown.co.uk or such other website used by us from time to time.

2. Who can submit a review of our services

- 2.1 We welcome reviews and feedback from our clients (consumers and businesses) about your experience with us and our service, directly and via the third party platforms we use (**Third Party Review Platforms**).
- 2.2 You can also leave a review via Third Party Review Platforms about a recent experience with us even if you haven't used our service (for example, you can review how we handled your enquiry).
- 2.3 We do not offer any incentives for reviews (whether positive or negative).

3. How to leave a review

- 3.1 To leave a review or feedback with us directly, you can:
 - 3.1.1 contact us directly; or
 - 3.1.2 where applicable, complete our feedback request which is sent out to our clients through the provision of our services.
- 3.2 Links to our Third Party Review Platforms are publicly accessible via the Third Party Review Platform website or application. Occasionally, we may provide Third Party Review Platform links directly to our clients.
- 3.3 Information about the Third Party Review Platforms we use, including links to guidance produced by the Third Party Review Platforms on submitting reviews (where available) can be found at the end of this Policy.
- 3.4 You can also leave feedback via other publicly accessible websites, however we do not monitor or address feedback or reviews left on these sites.

4. What we do with reviews and review information

- 4.1 We collect feedback and reviews primarily for our internal use to continue to improve our services.
- 4.2 We do not:
 - 4.2.1 publish direct reviews or feedback received on our Website.
 - 4.2.2 display reviews from Third Party Review Platforms on our Website.
- 4.3 We may:
 - 4.3.1 include all (or a representative part) of your feedback or review in our internal and external marketing material in any media (for example, on our Website, in a brochure or in advertising). Your identity will not be revealed unless express consent has been provided.
 - 4.3.2 display ratings received e.g., where our clients are asked to rate parts of our service as part of the provision of feedback. Where such information is displayed, we explain what information is being displayed and the calculation. We include all ratings received within the time period displayed and do not cherry pick ratings.
- 4.4 Third Party Review Platforms:
 - 4.4.1 Reviews of us and our service made via Third Party Review Platforms may appear on the Third Party Review Platforms website.
 - 4.4.2 We reserve the right to request that our Third Party Review Platforms hide all reviews (whether genuine or fake) and cease taking reviews for our service at any time (where applicable)

5. Our review standards

- 5.1 All review and feedback, either directly or via Third Party Review Platforms, should:
 - 5.1.1 reflect your genuine experience (both positives and negatives).
 - 5.1.2 not be incentivised in any way.
 - 5.1.3 not relate to a service you are connected with (for example, because you (or someone in your family) has a financial interest in or works for the business that provides it).
 - 5.1.4 not manipulate ratings; and
 - 5.1.5 where you are submitting a review via a Third Party Review Platform, comply with the Third Party Review Platform requirements.

6. Please report suspicious reviews or review information

- 6.1 If you believe any review information displayed on the Website is suspicious and does not comply with our Review Standards or the CMA requirements, please report to us via our contact details.

- 6.2 If you believe any review submitted to a Third Party Review Platform is suspicious and does not comply with our Review Standards or the CMA requirements, please contact us and report to the Third Party Review Platform. Please see the end of this Policy for useful links.

7. How we investigate and deal with suspicious reviews or review information

7.1 Direct reviews and feedback

- 7.1.1 If our own monitoring or a report from you or someone else suggests that a direct review does not comply with the Review Standards, we will promptly investigate in accordance with our internal policy.
- 7.1.2 If we have displayed any part of this review or feedback in accordance with our publishing process under clause 4.3, we will remove this review whilst we investigate in accordance with our internal review policy.
- 7.1.3 If we then determine the review is non-compliant we will permanently remove it from our publishing under clause 4.3. This may include recalculating aggregate review information or removing marketing materials.

7.2 Third Party Review Platforms

- 7.2.1 For information on how the Third Party Review Platforms sanctions people who submit fake reviews, please see the Third Party Review Platform's website.
- 7.2.2 If a review is removed from a Third Party Review Platform or otherwise does not comply with our Review Standards, we will remove it from our Website, including any review information or ratings.
- 1.1.1 If we become aware of suspicious content on our Third Party Review Platform, we will contact the Third Party Review Platform and follow their process for removal.

- 7.3 If you disagree with a decision as to whether a review (or the display of review information) is compliant, you can contact us and/or the Third Party Review Platform.

8. Making a complaint

- 8.1 We treat reviews and complaints separately. Please see our complaints policy for information regarding how to make a complaint and how we deal with complaints - [Complaints Procedure - Stephens Scown](#).

Schedule 1 – Third Party Review Platforms

Platform	Link	Guidance provided by the Platform
Google Business Page	Stephens Scown Solicitors Reviews - Google Search	Prohibited & restricted content - Google Business Profile Help