121 Tutors
The Learning Market Place

# Student Feedback & Rating Policy

## 1. Introduction

At 121 Tutors, we are committed to providing a transparent and reliable platform for students and tutors to connect and learn. Feedback and ratings play a crucial role in maintaining the quality of our services and ensuring a positive learning experience for all users. This policy outlines the guidelines and procedures for collecting, managing, and displaying feedback and ratings on our platform.

## 2. Feedback and Ratings System

2.1 **Purpose**: The feedback and ratings system on 121 Tutors site serves to facilitate trust, transparency, and accountability within our community. It allows users to provide constructive feedback and rate their experiences with tutors and students.

2.2 **User Eligibility**: Only registered and verified users of 121 Tutors are eligible to leave feedback and ratings.

2.3 **Types of Feedback**: Users can leave two types of feedback:

- **Public Feedback**: This feedback is visible to other users on a tutor's or student's profile. It should be constructive, respectful, and related to the user's tutoring or learning experience.
- **Private Feedback**: Users can provide private feedback to 121 Tutors for any confidential concerns, issues, or suggestions regarding their experience.

2.4 **Rating System**: Users can rate their experiences on a scale if 1 to 5 stars, with 1 being the lowest and 5 being the highest. These ratings will be averaged to calculate a user's overall rating.

## 3. Guidelines for Feedback and Ratings

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3.1 **Honesty and Respect**: Users are encouraged to provide honest and respectful feedback. Offensive, defamatory, or inappropriate content will not be tolerated.

3.2 **Relevance**: Feedback and ratings should be directly related to the user's experience with the tutor or student. Irrelevant content will be removed.

3.3 **Privacy**: Do not include personally identifiable information (PII) or sensitive information in your feedback or ratings.

## 4. Moderation and Enforcement

4.1 **Moderation**: 121 Tutors will moderate feedback and ratings to ensure they adhere to our guidelines. We reserve the right to remove or edit feedback that violates these guidelines.

4.2 **Reporting Violations**: Users can report feedback or ratings that they believe violate our guidelines. Our team will review and take appropriate action.

4.3 **Appeals**: Users who believe their feedback or ratings were unfairly removed or edited can appeal the decision to our support team.

## 5. Display of Feedback and Ratings

5.1 **Transparency**: Feedback and ratings will be displayed on a tutor's or student's profile to provide transparency and assist other users in making informed decisions.

5.2 **Anonymity**: Feedback and ratings will be displayed anonymously. Users' identities will not be disclosed in their feedback or ratings.

## 6. Feedback and Ratings Policy Updates

6.1 **Policy Updates**: 121 Tutors reserves the right to update this policy at any time. Users will be notified of any changes, and the revised policy will be effective upon posting.

## 7. Contact Information

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For any questions, concerns, or clarifications regarding this policy, please contact info@121-tutors.com.au.

By using 121 Tutors you agree to abide by this Feedback and Ratings Policy. Violation of these guidelines may result in the suspension or termination of your account.

121 Tutors thanks you for your commitment to maintaining a positive and respectful learning community.

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