EXPATS PORTUGAL

Review and moderation policy

Last updated 2 October 2026

DRAFT — not yet in force. This text is being reviewed by a lawyer and may change. Blanks in [brackets] will be completed by Expats.

How reviews are verified (what we can say publicly)

- Only signed-in people with a confirmed email address can send requests. Only the person who sent a request can review it, once **they** have confirmed the work was done. Staff marking a request complete isn't enough.
- One review per request. Before submitting, the reviewer declares it's their own first-hand experience and that they have no connection to the provider.
- We show the month of the service (not the exact date) and the reviewer's chosen display name. We never show their email or request details.
- We don't import, buy or write reviews, and we never offer incentives for reviews. Fake or misrepresented reviews are prohibited by law. If we ever learn that a reviewer received a benefit, the review will be clearly labelled.

Publication and moderation

- **Every review is checked before it appears**, and so is every edit.
- Moderators may **reject or ask for changes** only when a review:
- — contains personal data (addresses, phone numbers, health details, names of private individuals);
- — is abusive, harassing or discriminatory;
- — is written by someone connected to the provider, or shows signs of fraud;
- — doesn't describe a first-hand experience of the service;
- — is otherwise illegal.
- A review is **not** removed because it's negative or because the provider asks.
- When a review is rejected or changes are requested, the author gets a short reason and can edit and resubmit.
- Published reviews can later be **hidden** after a valid report, with a reason recorded.

Reports

- Anyone signed in can report a published review (personal data, abuse, conflict of interest, not first-hand, other). People without an account can report illegal content via [CONTACT EMAIL / REPORT FORM].
- Reports go to moderators only. Reporting the same review twice has no extra effect.

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Provider replies

- A listed provider can post one public reply per review. Replies are moderated with the same rules.

Appeals

- Authors and providers can ask for a decision to be reviewed by contacting [CONTACT EMAIL]. A different moderator handles it where possible.

Records

- Every moderation decision is logged with the moderator, the decision, the version moderated and the reason. Previous versions are kept for moderators only. [RETENTION PERIOD]

Order and ratings display

- Reviews are shown in chronological order, **newest first**, and the page says so.
- Averages always show the number of reviews. With fewer than 5 reviews, a "few reviews so far" note appears. Ratings never decide the order of providers.