

GOOGLE REVIEWS

MATT TAYLOR
TEXASADVERTISING.NET

What do I do when I get a bad review?

FIGHTING THE REVIEW

- ✗ Is It Valid?
- ✗ Contact Google
- ✗ Reply to Comment
- ✗ Google Forum Post

IS IT VALID?

- ✗ Is this a legitimate complaint from a customer?
 - + If it is, then Google will most likely not remove the comment unless it violates TOS
 - + If not, there are a few steps to take, but most of the time the review will remain.


CONTACT GOOGLE

- ✗ With any review you can “flag as inappropriate,” this will alert Google, where they will review the comment. It will only be taken down if it violates the *Terms of Service*.

Reviews by Google usersBeen here? [Rate and review](#)

A Google User - Nov 22, 2009

★★★★★ If You Are Not A Redneck, Don't Come Here I have no racist mentality ... tolerance of other beliefs and cultures ... in other words, WE'RE ALL HERE ... are all indications of how it feels to be a Redneck. WE'RE ALL HERE! ... I have to be a Redneck to stay ... A few of these other reviews and ALL of their Security Groups will not give you a warning with a month's notice. If they feel you do not fit into their world, you are not welcomed here. From personal experience, my advice is to move your sign into either nearby Arlington or Fort Worth.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#) 

CONTACT GOOGLE

- ✗ Fill out the form
 - + Describe in detail why the review is invalid and should be removed.
 - + Stay as unbiased as possible in your description
 - + REMEMBER – it will only be removed if it violates *Google's TOS*

REPLY TO COMMENT

- ✖ As is the case with any issue that arises, do your best to solve the problem with the customer.
 - + Reply to the post from a business account. Try to resolve the issue. BE PROFESSIONAL AND POLITE!
 - + The customer can then take down their own comment.

GOOGLE FORUM POST

- ✖ The Google Local Businesses Forum is a great place to see what issues others are having.
 - + This forum is moderated by Google CSRs who have the ability to take down comments.
 - + Create a topic and describe your issue and one of Google's CSRs may be able to help you, or point you in the direction of someone that has had the same issue

RESOURCES

- ✖ Google Places Support Forum -

<http://www.google.com/support/forum/p/Places/browse?hl=en>

- ✖ Google Places Guide -

<http://www.google.com/support/places/bin/answer.py?hl=en&answer=184271>

- ✖ Matt Taylor, Texas Advertising – matt@texasadvertising.net or 877-518-1989