TRUE

POLICY 11 · WORKER POLICY

Quality Review and Disputes

How TRUE reviews submissions fairly, fixes minor issues, when a reward can be reduced, and how workers challenge a decision.

True Intel Ltd, trading as TRUE · Company no. 17255261

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Every submission is reviewed fairly, against a checklist set out in the brief before the worker starts. Minor issues can be fixed, a reward is only reduced in the limited cases below, and no decision ever takes a worker's pay below the minimum wage for the time they worked.

1. Purpose and scope

1.1 This policy explains how TRUE reviews workers' reports and other submissions, how minor issues are corrected, when a reward can be reduced or held back, and how workers can challenge a decision. It applies to every TRUE worker and every task.

1.2 It sets out the process behind clause 10 of the Worker Agreement, and works alongside the Rewards, Pay and Holiday Policy. It follows the National Minimum Wage Act 1998 and the rules on deductions from pay in the Employment Rights Act 1996.

2. Fair and consistent review

2.1 Every brief includes a review checklist that tells the worker exactly what a complete submission looks like. Reviewers judge every submission for that brief against the same checklist, and nothing else.

2.2 Reviewers check that the task was done and that the checklist is complete. They do not mark down a worker's honest opinion, and they never change what a worker said. They may only correct spelling or layout.

2.3 Reviewers are trained in this policy. No one reviews the work of someone they know personally, as set out in the Staff and Client Code of Conduct.

2.4 Each month, Victoria Phillips checks a sample of review decisions to make sure they are consistent.

2.5 Clients can ask questions about results, but they never decide whether a worker is paid and cannot ask TRUE to reduce a reward.

3. What reviewers check

Task	The review checklist covers
Pulse survey	Every required question answered. The platform flags surveys finished much faster than possible, or with patterned answers, for a person to look at.

Task	The review checklist covers
Mystery shop	Check-in and check-out at the right store, on the right day. Every question in the brief answered. Photos of store displays only, never of people, and no video.
Unboxing	The product shown and tried as the brief asks. The content rules followed, with no personal details or other people in shot. Uploaded by the deadline.
Insight focus group	Signed in and out on the register. Time attended.

3.1 TRUE aims to review every submission within 5 working days. Work approved by the 20th of the month is paid on the last working day of that month.

4. Fixing minor issues

4.1 A minor issue is something the worker can quickly put right, such as a missed question, an unclear photo, a file in the wrong format or a report that needs more detail.

4.2 The reviewer marks the submission "Fix needed" in the app and explains exactly what to fix. The worker has at least 2 working days to fix it, with no change to their reward.

4.3 If the worker does not fix it in time, they are paid for the parts they completed (section 5).

5. When a reward can be reduced or held back

Situation	Outcome
Complete and meets the checklist	Full reward.
Minor issue, fixed in time	Full reward.
Done in good faith, but not to the standard hoped for	Full reward, with feedback to help next time.
Part of the task not done, such as a minor issue not fixed in time or leaving a focus group early	Reward for the parts completed, or the time attended.
Worker stopped for safety under stop, leave, tell	Paid for the time worked.
Reasonable grounds to believe the report is false or the work did not take place	Reward held back while TRUE investigates (section 6).

5.1 A reward can only be reduced or held back in the situations in this table, as clause 10 of the Worker Agreement allows. No other deduction is made unless the law requires it or the worker has agreed to it in writing in advance.

> **The minimum wage floor**
>
> No reduction ever takes a worker's pay below the National Minimum Wage for their age band for the time they actually worked. The platform checks this at every payroll and adds a top-up if needed. Holiday pay is worked out on the pay the worker actually receives.

6. Suspected false reports

6.1 Examples include a check-in at the wrong place, answers copied from another worker, or content that is not the worker's own.

6.2 TRUE tells the worker in the app that the reward is held back and why, and asks for their side before making any decision. TRUE aims to finish looking into it within 10 working days.

6.3 If TRUE finds the work was done, the worker is paid in full in the next payroll. If TRUE finds the work did not take place, no reward is paid for that task, and the Worker Agreement may be ended.

7. How to challenge a decision

1. **Raise it.** The worker raises a challenge in the app within 14 days of the decision, saying what they disagree with. A parent, guardian or other trusted adult can help them.
2. **Second review.** A different reviewer looks at the submission again and replies within 5 working days, with reasons.
3. **Appeal.** If the worker still disagrees, they can appeal in the app within 7 days. Victoria Phillips makes the final decision within 10 working days.
4. **Put right.** If the challenge succeeds, the worker is paid in the next payroll, or sooner if they would otherwise be below the minimum wage.

7.1 No worker is penalised or offered less work for raising a challenge.

7.2 Workers can also get free advice from Acas, and can complain to HMRC if they think they have been paid below the minimum wage.

8. Safeguarding

8.1 If anything in a submission raises a safeguarding concern, the reviewer passes it to the DSL straight away, under the Safeguarding and Child Protection Policy. It is handled separately from the review.

9. Records and review

9.1 TRUE keeps a record of every review decision, fix request, challenge and outcome for at least 6 years.

9.2 Workers confirm digitally in the TRUE app that they have read this policy before their first assignment. No paper signatures are used.

9.3 This policy is reviewed every year, and sooner if the law or TRUE's activities change.

Version	Approved by	Approved on	Next review
1.0	**Victoria Phillips, Director**	**3 November 2026**	**November 2027**