



Bright feedback policy

Giving us feedback

We're always looking at how we can make our products and services even better here at Bright and being #open to hearing your feedback is a key part of that!

You can raise feedback with us anytime, either using the 'Feedback' button at the top of your screen on our websites or, if you're using our mobile apps just head to the 'Feedback' section of the menu to share your feedback on the go.

Once you've submitted your feedback via the website others can view, vote and comment on anything that they also want to see next! This is so we can look at how many votes a piece of feedback may have and helps us decide what to work on next.

We ensure that your details are kept private so others won't see your name but if you add things like your contact details, please be aware that others may see this before we have time to remove it.

Updates on your suggestions

If you've raised your feedback via the website you'll also be able to see a status next to your feedback:

Awaiting feedback – Your request has not been prioritised just yet, we'll reach out to let you know once it has.

Planned – Your request has been prioritised and has been assigned to a team but we haven't started working on building it just yet.

Building – We're working on it. Your feedback is being analysed, designed, developed and tested.

Released – It's live! We've now implemented the feedback you raised with us.


We'll also reach out to you via email and ensure that you're kept in the loop once we've decided to work on something you've raised with us as feedback.



Each of our teams is an #expert on a specific set of features within our products and services so we'll get together every month and review the feedback you've raised. We'll also evaluate what we have planned on our roadmap each month, looking at all the fantastic feedback you've raised and ensuring that what we've got planned lines up with what is being asked for most.

Seeing what's coming

We're #brave and always willing to change what we have planned in order to support you with the HR and H&S problems that you're facing today, but because of this, our roadmap can change regularly. This means that we've made the decision to not share a copy of our roadmap publicly because we may change what is planned in the next year based on the feedback we receive.

To see what we're currently working on, you can click on the feedback button at the top of your screen, click the  icon and select 'What's coming'.

To give your feedback the best chance of being prioritised, ensure that you've gone into as much detail as possible on what your feedback is and how implementing this would support your business so that others are able to see how this would also benefit them, and vote for it to increase the chances of it being worked on sooner.

Thank you for being our #ally and helping us make our products and services better with your continued feedback.



For more information about **BrightHR** or to request a demo please call
0800 783 2806 or visit **www.brighthr.com**

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