Date: 2020-10-31

**Status**

Proposed

**Context**

The reviews provided by the users , both occasional and subscribed will be grouped and sent to business owner.

**Decision**

We will create a feedback system in such a way that the reviews provided by the users will be grouped , derive business value out of it and generate a weekly report to business owner so that he can improve the service.

**Consequences**

**Positive:** The user may happy to see that his feedback taken seriously and have a feel good factor about the company

**Negative:**  Not all feedback can be believed and implemented

**Risks:** if user is unhappy over a period of time, he may choose to opt out of the service