

COMPLAINT MANAGEMENT POLICY & PROCEDURES

Cuties.ai Ltd.

PREDEFINED AND RIGOROUSLY CHECKED CONTENT

Our platform operates on a model where users can generate content within predefined categories that have undergone rigorous testing and review by our team of prompt engineers. These categories are carefully curated to provide users with a diverse range of content options while maintaining compliance with our content guidelines and community standards.

CONTENT GENERATION WITHIN PREDEFINED CATEGORIES

Users are restricted from uploading their own content onto the Cuties.ai platform. Instead, they are encouraged to explore the predefined categories and generate content within those established boundaries. This ensures that all content on the platform adheres to our content policies and guidelines, promoting a safe and compliant environment for all users.

CONTENT REVIEW AND QUALITY ASSURANCE

Before making any predefined categories available to users, our prompt engineers conduct thorough content review and quality assurance processes. This includes evaluating the appropriateness, legality, and adherence to our guidelines for each category. We strive to maintain high standards of content quality, relevance, and safety throughout the platform.

USER COMPLIANCE AND RESPONSIBLE USAGE

Users are expected to comply with our content guidelines and community standards when generating and utilizing content within the predefined categories. Any misuse or attempt to upload unauthorized content will be considered a violation of our policies.

REPORTING AND ENFORCEMENT

We take reports of inappropriate or non-compliant content usage seriously. If users encounter any content that they believe violates our guidelines, they are encouraged to report it to our support team for prompt review and appropriate action. We will investigate reported content promptly and take necessary enforcement measures to ensure compliance with our policies.

CHANGES TO THE CONTENT MANAGEMENT POLICY & PROCEDURES

We reserve the right to update or modify this Content Management Policy & Procedures from time to time. Any changes will be effective immediately upon posting the updated policy on our website.

COMPLAINT PROCEDURES

At Cuties.ai Ltd., we strive to provide the best possible experience for our users. We understand that concerns or complaints may arise from time to time, and we are committed to addressing them promptly and fairly. This Complaint Policy & Procedures outlines the steps for reporting, resolving, and appealing complaints.

REPORTING A COMPLAINT

If you have a complaint or concern regarding our website or services, we encourage you to reach out to our support team. You can contact us [here](#), and we will acknowledge your complaint within a reasonable timeframe.

To help us address your complaint effectively, please provide us with detailed information regarding the issue, including relevant dates, times, and any supporting documentation or evidence.

RESOLVING A COMPLAINT

Upon receiving your complaint, our support team will review the details and work to resolve the issue as quickly as possible. We will conduct a thorough investigation and keep you informed of the progress and steps taken to address your complaint.

We aim to provide a resolution within a reasonable timeframe, taking into account the complexity of the complaint. In some cases, we may require additional time to conduct a comprehensive investigation.

APPEAL PROCESS

If you are not satisfied with the resolution provided, you have the option to request an appeal. To initiate an appeal, please notify our support team within a reasonable timeframe, providing clear reasons for your dissatisfaction with the initial resolution.

Your appeal will be reviewed by a designated individual or team not previously involved in the complaint handling process. They will assess the complaint and reconsider the previous decision. We will notify you of the outcome of the appeal within a reasonable timeframe.

SUPPORT SYSTEM

Cuties.ai has a dedicated support system in place to assist users with their concerns and complaints. Our support team is committed to providing timely and effective assistance. We encourage you to reach out to our support team if you encounter any issues or have questions related to our website or services.

Our support team will handle your complaint with professionalism, confidentiality, and impartiality. We will ensure that your concerns are addressed promptly and to the best of our abilities.

EXTERNAL MEDIATION OR ARBITRATION

If, after following the above procedures, you remain unsatisfied with the resolution of your complaint, you may seek external mediation or arbitration, if available and appropriate under applicable laws.

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CONTACT US

If you have any questions or require further clarification about our Content Management Policy & Procedures, please contact our support team [here](#). We are dedicated to providing a secure and compliant environment for our users and addressing any concerns promptly and responsibly.