Clarivate Feedback Policy

Thank you very much for taking the time to share your feedback with us. The comments, recommendations, suggestions or ideas you provide about our products ("**feedback**") helps the entire Clarivate team to understand your needs, pain-points, and how best we can improve your product experience.

Here's how to provide your feedback:

If a feedback option is available from within your product:

1. Review the existing feedback in the forum and vote for the idea that would solve the issue you face. You can also add your comments to existing feedback.
2. If the feedback you wish to give is not listed and you see the option "Make a suggestion", then please submit new feedback by describing the problem you face and suggest possible solutions. Your feedback will be reviewed and published anonymously. Please note that duplicates will be merged.

If you submit feedback in a language other than English, we will request a translation on your behalf. This ensures your feedback can be read and voted upon by as wide an audience as possible.

Besides submitting your feedback through the feedback options available through the respective product, you can also discuss your feedback directly with one of our customer care representatives and they will address any concerns you have and can submit feedback on your behalf.

What happens to your feedback?

1. All new feedback is reviewed by Clarivate staff and then set to the **Awaiting Feedback** status so that more people can vote, prioritize and give us information. This allows us to gauge demand, gather use cases and establish impact and value.

   To improve the chances that your feedback will be taken into development it is important to clearly described the problem you faced so that others can understand and vote on your feedback. It helps if you are also able to describe your current workaround (if you have one), and any other details that will help build a case for why this is an important request to you.

   We cannot develop everything, and your votes help with prioritization.

2. Our Product teams hold regular feedback meetings to look at how your requests align with our strategy and prioritize those that will have greatest impact. If we decide to build a feature or make an improvement based on your feedback, the status will change to **Planned**.
3. When the request is taken into development, the status is changed to **Building**.

4. And once the improvement has been built, the status will move to **Released**. Please see the "learn more…" link in the feedback to learn how to use the new features.

5. Occasionally, we may choose not to act on feedback, for example where it does not align with Clarivate's product strategy, or we may decide not to further pursue feedback we had previously indicated was being developed. In this case, the status will be **Declined,** and we will try to provide an explanation in the feedback comments.

Monitor the progress of your feedback

You can opt to receive notifications by email or check back in the feedback portal to see how it is progressing.

If you opt for email, you will be notified when:

- Your request is initially reviewed.
- Items you vote on are reviewed, updated, or released.
- Comments are added to requests that you've submitted or voted on.

If you don't want to receive notifications, then click on the "Manage Email Preferences" link in the footer of any emails you receive from Clarivate.

Use of feedback

Your provision of feedback is entirely voluntary and does not create any obligation for Clarivate to review, action or otherwise use any feedback you provide. If we choose to do so, we may use and exploit feedback without restriction or obligation to you and you will not obtain any rights in our products, data or services. Feedback status is Clarivate's confidential information and made available to you for information purposes only. Feedback status does not constitute, nor should it be construed as, a promise or commitment by Clarivate to develop, market or deliver any particular product, service, feature or function.

Thank you

By taking the time to submit your feedback, it helps Clarivate to understand your needs, and ensures we build products that match your needs.