



AI Content Reporting Policy

How to report harmful, inaccurate, or inappropriate AI-generated content.

This policy explains how to report a problem with AI-generated content or behaviour in Wizard Application™ (the “Service”), and what happens after you do.

What to report

- Content that is unlawful, harmful, hateful, discriminatory, or otherwise inappropriate, for example an image or piece of text that a safeguard should have blocked but did not.
- Output that is factually wrong, misleading, or biased, for example an incorrect candidate score or a confidently wrong summary presented as fact.
- An AI feature that appears to have taken an action without your confirmation.
- Any other behaviour that seems inconsistent with our [AI Safety & Responsible Use Policy](#).

What is not covered here

General product bugs unrelated to AI, and questions about how a feature works, are best directed to our [Help Centre](#) or support team. Dissatisfaction with our service more broadly is handled under our [Complaints Procedure](#). Suspected misuse of AI features by another user, rather than a problem with the AI itself, is covered by our [AI Abuse Prevention Policy](#).

How to report

Email us at support@wizardapplication.com with a description of what happened, the feature involved, and, where possible, the request or prompt that produced the content. Screenshots are helpful but not required.

What happens next

- We will acknowledge your report within 2 working days.
- We will investigate the report, which may include reviewing logs of the relevant interaction, and aim to complete our review within 10 working days.
- Where the report identifies a genuine issue, we will take corrective action, which may include adjusting a safeguard, retraining a prompt, or temporarily disabling a feature.
- We will let you know the outcome once our review is complete.



Incident reporting

Where a reported issue is confirmed to be a significant incident, for example a safety or security issue affecting the Service, we record it and publish it on our [Status page](#) alongside our other service incidents, in line with our wider incident management practices.

Related policies

If your concern is about how AI features may be misused rather than a specific piece of content, see our [AI Abuse Prevention Policy](#). General complaints about the Service are handled under our [Complaints Procedure](#).

Contact us

For any question about this policy, contact us at support@wizardapplication.com.

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