

Complaints and Appeals Policy

Purpose:

The purpose of this policy is to provide a transparent and fair process for handling complaints related to the operations and conduct of Editorial Office, its staff, editorial board, or publisher.

Scope:

This policy applies to all individuals who interact with Editorial Office, including authors, reviewers, readers, and other stakeholders.

Types of Complaints:

Complaints may include, but are not limited to:

- Allegations of misconduct (e.g., plagiarism, fabrication, falsification)
- Concerns about editorial decisions or processes
- Disputes related to authorship or attribution
- Issues with journal policies or procedures
- Complaints about the behavior or conduct of Editorial Office staff, editors, or publishers

Submission of Complaints:

Complaints should be submitted in writing via email to Editorial Office or through the online submission system on the journal website. Complaints should include a clear description of the issue, relevant supporting evidence, and contact information for follow-up communication.

Receipt and Acknowledgment:

Upon receipt of a complaint, Editorial Office will acknowledge receipt within 7-10 days. The complainant will be provided with confirmation that the complaint is being reviewed and will be informed of the expected timeframe for resolution.

Investigation and Resolution:

Complaints will be investigated promptly and impartially by an independent third party designated as the Complaints Handling Officer. The Complaints Handling Officer will not be affiliated with the editorial board or publisher of Editorial Office. The investigation may involve gathering relevant evidence, consulting with experts, and interviewing involved parties. Upon completion of the investigation, appropriate action will be taken to address the complaint. This may include issuing corrections or retractions, providing apologies or explanations, or implementing changes to prevent similar issues in the future.

The designation and credentials of the Complaints Handling Officer will be shared with the complainant. However, the identity of the Complaints Handling Officer will be kept confidential to ensure a fair resolution.

Communication:

Throughout the complaints handling process, Editorial Office will maintain clear and timely communication with the complainant, providing updates on the progress and outcome of the investigation.

Appeals Process:

If the complainant is dissatisfied with the outcome of the investigation, they may request an appeal. The appeals process will involve a reconsideration of the complaint by an independent party or committee not involved in the initial investigation. The decision of the appeals process will be final.

Confidentiality:

Confidentiality will be maintained throughout the complaints handling process to protect the privacy of all parties involved. Information related to complaints will be shared only with individuals directly involved in the investigation and resolution.

Documentation:

Records of all complaints received and actions taken in response will be maintained by Editorial Office. Documentation will be kept confidential and used for internal review and continuous improvement purposes. We are open to sharing record of complaints with third party indexes and databases that index journal's content

Review and Revision:

This complaints policy will be reviewed regularly to ensure its effectiveness and relevance. Feedback from complainants and stakeholders are solicited to identify areas for improvement.