

The journal is committed to addressing complaints, concerns, or appeals related to editorial decisions or publication practices in a fair, transparent, and timely manner. The journal recognizes the importance of providing avenues for authors, reviewers, and readers to voice their feedback or seek redress in cases where they have legitimate grievances. Here's an overview of the process for handling complaints, concerns, or appeals:

1. Submission of Complaints or Concerns:

- Authors, reviewers, or readers who wish to lodge a complaint, raise concerns, or submit an appeal related to editorial decisions or publication practices should contact the journal's editorial office directly.
- Complaints or concerns may pertain to issues such as editorial handling, peer review process, authorship disputes, ethical concerns, or perceived biases in editorial decisions.

2. Initial Assessment:

- Upon receipt of a complaint or concern, the editorial office conducts an initial assessment to determine the nature and validity of the issue raised.
- The editorial team carefully reviews the details of the complaint, gathers relevant information, and identifies appropriate steps to address the matter.

3. Communication and Resolution:

- The journal aims to resolve complaints or concerns through constructive communication and dialogue with the involved parties.
- The editorial office may correspond with the individual raising the complaint to gather additional information, clarify misunderstandings, or address specific issues raised.
- Depending on the nature of the complaint, relevant stakeholders, such as authors, reviewers, editorial board members, or external experts, may be involved to facilitate resolution and mitigate conflicts.

4. Formal Appeals Process:

- If an individual wishes to formally appeal an editorial decision or seek further review of a manuscript, the journal provides an appeals process.
- Appeals must be submitted in writing, clearly outlining the grounds for appeal and providing supporting evidence or documentation.
- Appeals are reviewed by the Editor-in-Chief or an appointed appeals committee, who reevaluate the editorial decision, consider the merits of the appeal, and make a final determination.

5. Transparency and Accountability:

- The journal maintains transparency and accountability throughout the complaints, concerns, or appeals process.
- Updates on the status of complaints or appeals are communicated to the involved parties in a timely manner, ensuring transparency and providing assurance that their concerns are being addressed.
- The journal strives to resolve complaints or appeals objectively, impartially, and in accordance with established editorial policies, ethical guidelines, and best practices in scholarly publishing.

6. Continuous Improvement:

- The journal views complaints, concerns, or appeals as opportunities for learning and improvement.
- Feedback received through the complaints process is analyzed, and appropriate measures may be implemented to address systemic issues, improve editorial practices, or enhance communication with stakeholders.

By providing a transparent and responsive mechanism for handling complaints, concerns, or appeals, the journal demonstrates its commitment to maintaining editorial integrity, fairness, and quality in all aspects of its publishing operations.