

Complaints and Appeals

At [Journal Name], we are committed to upholding the highest standards of scientific integrity and ethical conduct. We understand that issues may arise occasionally, and we have established this policy to ensure that all complaints and appeals are handled fairly, transparently, and efficiently.

Complaints

A complaint expresses dissatisfaction with any aspect of the journal's editorial process, from submission to publication. Examples of complaints include, but are not limited to:

1. Allegations of plagiarism or other forms of misconduct
2. Concerns about the quality of the review process
3. Disagreements with editorial processing
4. Issues with the publication process, such as formatting errors or incorrect authorship information

If you have a complaint, please follow these steps:

1. **Contact the editorial office:** First, please contact the journal's editorial office at [email address]. We will acknowledge receipt of your complaint within **two** working days.
2. **Provide details of your complaint:** Please provide as much detail as possible about your complaint, including any relevant documentation. We will investigate your complaint thoroughly and fairly.
3. **Response:** We will respond to your complaint as soon as possible and aim to resolve the issue within **15** working days. If we are unable to do so, we will provide you with an explanation for the delay and an estimated timeframe for resolution.

Appeals

An appeal is a request for reconsideration of a decision made by the journal's editors, such as a rejection or a revision request. Examples of appeals include, but are not limited to:

1. Disagreements with editorial decisions, such as a rejection or a request for major revisions
2. Allegations of bias or misconduct by reviewers or editors
3. Disputes over authorship or attribution

If you wish to appeal, please follow these steps:

Last Update: **May 31, 2024**

1. **Contact the editorial office:** First, please contact the journal's editorial office at [**email address**]. We will acknowledge receipt of your appeal within **two** working days.
2. **Provide details of your appeal:** Please provide as much detail as possible, including any relevant documentation. We will investigate your appeal thoroughly and fairly.
3. **Response:** We will respond to your appeal as soon as possible and aim to resolve the issue within **15** working days. If we are unable to do so, we will provide you with an explanation for the delay and an estimated timeframe for resolution.

Confidentiality and Privacy

We understand the importance of confidentiality and privacy, and we will only share information about your complaint or appeal with those who need to know for investigation and resolution. We will not disclose your identity without your permission except where required by law.

At [**Journal Name**], we take all complaints and appeals seriously and are committed to addressing them in a fair, transparent, and efficient manner. We encourage authors, reviewers, and readers to contact us with any concerns, and we will do our best to resolve them to the satisfaction of all parties involved.

[**Journal Name**] will acknowledge the receipt of the appeal/complaint and investigate the cases with relevant guidance from the **Committee on Publication Ethics**, where applicable.

In case of a complaint/appeal, the author may write to us at [**Journal Email**]

Last Update: May 31, 2024

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Disclosure Statement

The Asian Council of Science Editors has developed this policy template with the assistance of industry experts to assist publishers, society journals, and both commercial and non-commercial journals in creating a standard for their guidelines aligned with international publishing standards. Publishers and individual journals can use and modify this template to suit their needs without permission.

We encourage publishers and journals to acknowledge the Asian Council of Science Editors if they utilize this template.

Suggested acknowledgment:

"This policy is adapted from a template provided by the Asian Council of Science Editors. We appreciate their guidance in creating a robust and comprehensive policy."

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