

What is a complaint?

A complaint is any type of unhappiness or dissatisfaction regarding the publication and policies of the journal. The authors have the right to complaint and ask explanation if they perceive any misconduct in any applicable policies and ethical guidelines. If the research paper is rejected, then the author may appeal to the editor. Even the authors have the right to appeal an Editor's decision on their article. All appeals are sent to the journal's Editor-in-Chief, who will assess the article and the details of the peer review process before the final decision.

Different types of complaints

The different types of complaints are:

- Complaints about plagiarism.
- Bias behavior of reviewers.
- Delay in the publication or replies related to the author.
- The decision of the editorial board member or chief editor regarding the manuscripts of the author.
- Rude responses or a misjudgment of the editorial board member.

How to make a complaint?

Any appeals against the Editor's decision must be sent by email by the author within two weeks of the decision. If the complaint is related to a specific article, then the author needs to include the title of the research article if it is already published and the manuscript ID number if it is unpublished. The author needs to provide a detailed explanation of why he disagrees with the decision and include supporting information.

The publisher will acknowledge receipt of the author's appeal within five working days and it will be passed to the Editors for consideration. Wherever possible, the appeal will be considered by an Associate Editor who was not involved in the original decision.

How the complaints will be handled?

Complaints will be dealt with by the editorial staff wherever possible, with reference to the policies and guidelines of the journal. The Editor has the right to then consult with any third party over the issue, and make a final decision. That final decision shall be binding, and the matter shall be deemed closed.

If do author is not happy with the decision of the Editor then he may wish to refer to Committee on Publication Ethics (COPE) or the World Association of Medical Editors (WAME)

Reasons for rejecting Manuscripts

The most common reasons for rejecting manuscripts are:

- The article content is not within the scope of the journal.
- The article is not written in clear and intelligible English.
- The authors have not completed the relevant declarations relating to ethics and funding.
- The article does not conform to the 'Guidelines for Authors' in terms of content, style and/or formatting.

Original Source:

<https://www.slideshare.net/geerijalavania/complaints-appeals-example-and-fraud-from-india-and-abroad>

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