

# Complaints and Appeals Policy

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[dscholarpress.com/journals/index.php/ijher/appeals-policy](https://dscholarpress.com/journals/index.php/ijher/appeals-policy)

Indian Journal of Higher Education Research (IJHER)

When you engage with the editorial and publication processes of the Indian Journal of Higher Education Research (IJHER), it is understood that the journal provides a formal mechanism for handling complaints and appeals in a fair, transparent, and accountable manner.

## Scope

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This policy applies to concerns related to:

- Editorial decisions
- Peer review process
- Ethical misconduct
- Authorship disputes
- Conflicts of interest
- Publication errors or corrections
- Breaches of journal policies

## Principles

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Complaints and appeals are handled in accordance with the following principles:

- Fairness and impartiality
- Confidentiality
- Transparency and accountability
- Evidence-based evaluation
- Timely resolution

## **Submission of Complaints**

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Complaints must be submitted in writing via email to the journal's official contact:

**Email:** md@dscholarpress.com

Submissions should include:

- Name and affiliation of the complainant
- Manuscript details (where applicable)
- Description of the issue
- Supporting evidence

Incomplete or anonymous complaints may not be considered.

## **Acknowledgement**

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Complaints are acknowledged within a reasonable timeframe.

An initial assessment is conducted to determine whether the matter falls within the scope of the journal and whether sufficient information has been provided.

Additional information may be requested where necessary.

## **Investigation**

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Complaints are investigated in a confidential and impartial manner.

The Journal Editor may:

- Review relevant documentation and correspondence
- Seek clarification from involved parties
- Consult independent experts where necessary

All investigations are documented and recorded.

## **Decision and Resolution**

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Decisions are made based on available evidence and journal policies.

Possible outcomes include:

- No action
- Clarification or explanation
- Re-evaluation of a manuscript
- Correction, retraction, or editorial notice
- Implementation of procedural improvements

The outcome is communicated with appropriate justification.

## **Appeals**

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Authors may appeal editorial decisions.

Appeals must:

- Be submitted in writing via email to **md@dscholarpress.com**
- Provide clear justification and supporting evidence

Appeals should be based on:

- Procedural concerns
- Evidence of bias
- Substantive scholarly arguments

## **Appeal Review**

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Appeals are reviewed by the Journal Editor.

Where necessary, additional expert opinions may be sought or the manuscript may be reassessed.

The process is conducted objectively and without bias.

## **Final Decision**

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The decision following an appeal is final.

Decisions are communicated clearly and supported by documented reasoning.

Repeated or unsupported appeals may not be considered.

## Confidentiality

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All complaints and appeals are handled with strict confidentiality.

Information is shared only with individuals directly involved in the process.

## Misconduct and Escalation

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In cases involving serious ethical concerns, appropriate actions may be taken, including notification of relevant institutions or authorities.

Where required, matters may be escalated to the publisher, DScholar Press International.

## Contact and Escalation Matrix

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The journal follows a structured escalation framework to ensure effective resolution of all concerns.

### Level 1: Editorial Office

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#### Scope:

- General queries
- Submission-related issues
- Status updates

**Contact:** [md@dscholarpress.com](mailto:md@dscholarpress.com)

**Response Time:** Within 3–5 working days

### Level 2: Journal Editor

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#### Scope:

- Editorial decisions
- Peer review concerns
- Ethical issues related to manuscripts

**Contact:** [md@dscholarpress.com](mailto:md@dscholarpress.com)

**Response Time:** Within 5–7 working days

## Level 3: Formal Complaints and Appeals

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### Scope:

- Appeals against editorial decisions
- Authorship disputes
- Conflict of interest concerns
- Allegations of misconduct

**Contact:** md@dscholarpress.com

**Response Time:** Acknowledgement within 5–7 working days; resolution within a reasonable timeframe

## Level 4: Publisher-Level Escalation

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### Scope:

- Unresolved complaints after journal-level review
- Serious ethical violations
- Concerns regarding editorial independence

Handled by the publisher: DScholar Press International

**Email:** publisher@dscholarpress.com

## Escalation Process

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- Concerns should be raised at the appropriate level in sequence
- Escalation must include prior correspondence and supporting documentation
- Each level reviews the matter independently and objectively

## Record-Keeping

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The journal maintains records of all complaints and appeals.

These records include:

- Submission details
- Investigation process

- Decisions and outcomes

Records are securely stored and retained for audit and compliance purposes.

## **Declaration**

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By engaging with the editorial process of IJHER, authors, reviewers, and stakeholders acknowledge and agree to this complaints and appeals policy and its procedures.

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Last Updated: 2026