

# **Jinnah Bussiness Review**

## **Complaints Policy**

This procedure applies to complaints about the policies, procedures, or actions of the JBR's editorial staff. We welcome complaints as they provide an opportunity and a spur for improvement, and we aim to respond quickly, courteously, and constructively. Please write your complaint with journal title, vol. no., issue no., paper ID, paper title, page no.

Our definition of a complaint is as follows:

- The complainant defines his or her expression of dissatisfaction as a complaint.
- We infer that the complainant is not simply disagreeing with a decision we have made or something we have published (which happens every day) but thinks that there has been a failure of process.
- The complaint must be about something that is within the responsibility of the Journal's content or process.

Jinnah Business Review is aware of the complaints stated below:

1. Authorship complaints
2. Plagiarism complaints
3. Multiple, duplicate, concurrent publication/Simultaneous submission
4. Research results misappropriation
5. Allegations of research errors and fraud
6. Research standards violations
7. Undisclosed conflicts of interest
8. Reviewer bias or competitive harmful acts by reviewers

## **Policy for Handling Complaints**

If the Journal receives a complaint that any contribution to the Journal infringes intellectual property rights or contains material inaccuracies, libelous materials or otherwise unlawful materials, the Journal will investigate the complaint. Investigation may include a request that the parties involved substantiate their claims. The Journal will make a good faith determination whether to remove the allegedly wrongful material. A decision not to remove material should represent the Journal's belief that the complaint is without sufficient foundation, or if well-founded, that a legal defense or exemption may apply, such as truthfulness of a statement in the case of libel. Journal should document its investigation and decision. We strive to ensure that

Jinnah Business Review is of the highest quality and is free from errors. However, we accept that occasionally mistakes might happen.

### **Editorial Complaints Policy**

The Managing Editor and staff of Jinnah Business Review will make every endeavor to put matters right as soon as possible in the most appropriate way, offering right of reply where necessary. As far as possible, we will investigate complaints in a blame-free manner, looking to see how systems can be improved to prevent mistakes occurring.

### **Guiding Principles**

Our general approach to complaints is that they are a rare but inevitable part of a process that involves putting together complex material at great speed. We accept that we make mistakes and try to treat all complaints with urgency, however small. We believe that timely solutions can prevent problems escalating. All substantial errors and complaints are referred to senior executives within the editorial staff as a matter of course.

The procedure outlined below aims to be fair to those making complaints and those complained about. All complaints will be acknowledged (within three working days if by email). If possible a definitive response will be made within two weeks. If this is not possible an interim response will be given within two weeks. Interim responses will be provided until the complaint is finally resolved. If the complainant remains unhappy, complaints should be escalated to the editor, whose decision is final.

### **How to Register a Complaint**

Complaints about editorial content should be made as soon as possible after publication, preferably in writing by email to: [jbr@cust.edu.pk](mailto:jbr@cust.edu.pk).