

Complaint procedure: If the authors disagree with the editorial decision on their manuscripts they have a right to appeal. Authors who wish to appeal an editorial decision should contact the Chief Editor of the journal. In such cases the Chief Editor will review the manuscript, editorial and peer reviewers' comments and give his/her decision for accepting or rejecting a manuscript. **Decision of the Chief Editor in such case will be final.**

Editorial Matters: For complaints related to policies, procedures, editorial content and actions of the editorial staff

How to make a complaint: The complaint can be made by writing an email p.grace@newman.ac.uk Ideally the complaint should be made to the person with whom the complainant is in regular contact for the matter being complained about. All complaints will be acknowledged within three working days.

Complaints Handling Policy

First Contact: The complaints will be resolved by the person to whom they are made. If the person to whom the complaint is made is not able to deal with the complaint he or she will refer it to another Peer Editor.

Second Contact: Another Peer Editor will resolve the complaint. If the complaint cannot be resolved by the Peer Editor, it will be referred to the Chief Editor.

Third Contact: For all matters related to the policies, procedures, editorial content and actions of the editorial staff, the decision of the Chief Editor will be final. If the Chief Editor is unavailable for any reason, the complaint will be referred to the Managing Editor of International Journal of Open Youth Work.

Complaint Resolution: All efforts will be made to resolve the complaint as quickly as possible. In some cases, delay in complaint resolution may occur if a response from any third person or organization is required. Until the complaint is resolved, a complaint resolution update will be provided to the complainant, every two weeks, until the complaint is finally resolved.

Editorial Matters: For complaints related to the conduct of the (not including the final decision of) Chief Editor or Non-Editorial Matters: For complaints related to the International Journal of Open Youth Work except as given in sections above.

Complaint Resolution: All efforts will be made to resolve the complaint as quickly as possible. In some cases, delay in complaint resolution may occur if a response from any third person or organization is required. Until the complaint is resolved, a complaint resolution update will be provided to the complainant, every two weeks, until the complaint is finally resolved. If any complaint about editorial matters is sent to the above it is referred to the Chief Editor of the respective journal or to the Managing Editor in the absence of the Chief Editor.