

## Complaints procedure

This procedure applies to complaints that relate to content, procedures or policies that are the responsibility of PJHSSR or our editorial staff. Complaints may provide an opportunity and a spur for improvement, and we aim to respond quickly, courteously, and constructively. The procedure outlined below aims to be fair to those making complaints and those complained about.

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### Defining "complaint"

The complaint must relate to content, procedures or policies that are the responsibility of PJHSSR or our editorial staff. We define a complaint as:

- anything defined as a complaint by the complainant and
- anything we believe goes beyond an expression of disagreement with a decision and identifies a perceived failure of process or severe misjudgement

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### Making a complaint

Complaints should be directly emailed to [pjhssr@wumardan.edu.pk](mailto:pjhssr@wumardan.edu.pk), and will be dealt with confidentially.

**Complaints at PJHSSR are coordinated by the complaints team with individual complaints handled by the relevant member of the editorial team and the opportunity for escalation if they cannot be resolved.**

- In the case that this initial response is felt to be insufficient, the complainant can request that their complaint is escalated to a more senior member of the team.
- If the complainant remains unhappy, complaints may be escalated to an executive editor and ultimately the editor in chief, whose decision is final.

### Complaint timeframes

- All complaints will be formally acknowledged within three working days.
- If Possible a full response will be made within two weeks. If this is not possible, an interim response will be given within two weeks.
- Where we consider a complaint to be vexatious or the result of a coordinated campaign, we reserve the right to reply outside of the suggested time frames, and on some occasions we may not respond to all complainants individually.