

British Journal of Diabetes Appeals Procedure

This procedure comes into effect when a complainant believes that his or her complaint about the policies, procedures, or actions of the BJD editorial staff has not been dealt with satisfactorily by the BJD Complaints procedure – i.e. by the Editor-in Chief and the BJD editors. Please refer to the BJD Complaints procedure for full details.

Definition

Our definition of a complaint is as follows:

- The complainant defines his or her expression of unhappiness as a complaint
- We infer that the complainant is not simply disagreeing with a decision we have made or something we have published but thinks that there has been a failure of process—for example, a long delay or a rude response—or a severe misjudgement
- The complaint must be about something that is within the responsibility of the British Journal of Diabetes (BJD)— content or process

Aim

We aim to provide a fair and transparent process in order to resolve the complaint satisfactorily. The process should be fair to the complainant and to the person or persons being complained about.

Appeals Procedure

1. Upon receiving written notification (by e-mail or hard copy post) from a complainant that the BJD Complaints procedure has not been able to deal satisfactorily with their complaint, the Appeals Procedure will come into effect.
2. The Editor-in-Chief will notify the complainant that their complaint will now be passed to the Appeals Committee.
3. The Appeals Committee is constituted of five members of the BJD International Editorial Board who have experience in editorial and journal matters. The Editor-in-Chief will notify the Appeals Committee of the details of the complaint. At this stage, any member of the Appeals Committee who has a conflict of interest in relation to the complaint or the complainant will declare that conflict of interest and will be replaced.
4. The chairman of the Appeals Committee will be responsible for liaising with the Editor-in-Chief and the complainant regarding the complaint.
5. The Appeals Committee will have four weeks to make a judgement on the complaint. In exceptional cases when a decision will take longer than four weeks (for example, the need to receive legal opinion) the chairman of the Appeals Committee will notify the complainant of such.

6. The decision of the Appeals Committee is final.

7. If the complainant is still dissatisfied with the outcome, then he or she has the option of seeking advice from external bodies (see Appendix 1 of the BJD Complaints procedure)