

English Studies at NBU

ISSN 2367-5705 (Print), ISSN 2367-8704 (Online)

COMPLAINTS POLICY

At **English Studies at NBU** we are committed to providing a high-quality service. However, we acknowledge that sometimes we may not always achieve the standards to which we aspire. If something goes wrong, we would like to hear from you in order to ensure that we maintain a high standard of service at all times. We will deal with your complaint fairly, efficiently and effectively and where you have been adversely affected by a service that does not meet our standards, we promise to put it right.

We require that a complaint is made promptly. This means that complaints should be raised as an informal or formal complaint within 10 working days of the date of the circumstances giving rise to the complaint. Unfortunately delays in submitting the details may result in the journal being unable to effectively investigate the complaint.

Definition of Complaint

A complaint is the notification by an author, reviewer, editor, reader or customer of their dissatisfaction with an aspect of service or treatment that they have received from English Studies at NBU. A complaint should usually include an indication as to what resolution is being sought.

Informal Stage

If you are considering making a complaint, in the first instance you should raise the matter informally with a member of our staff with whom you feel comfortable. Alternatively, you can contact the Managing Editor. We hope that most complaints will be resolved informally without the need to use the formal procedure.

Formal Stage

If, by following the informal route, you do not consider a satisfactory outcome has been reached, or if you feel the informal route is not appropriate for your specific complaint, we ask that you follow a formal procedure by providing the following details via our [Formal Complaint Form](#).

1. Nature of the complaint;
2. Date the matter occurred;
3. Consequences for you as result;
4. Remedy sought; and
5. Supporting evidence.

When you have completed the complaints form, please email it to the editorial address englishstudies@nbu.bg.

If you are unable to open our complaint's form online, please contact us for a hard copy version of the form which can be submitted by one of the methods listed on it.

Whenever possible please provide your name and contact details with your complaint. It may be difficult for us to satisfactorily deal with complaints where we are unable to give a personal response.

Formal Process

1. We will acknowledge receipt of your complaint within 2 working days, together with a copy of this procedure.
2. We will then investigate the complaint. This may involve passing your complaint to the Editor in Chief, who will review the complaint to identify the cause, and may investigate or seek feedback, where required, from any associated groups or individuals, or indeed require further clarification from yourself.
3. We will respond to you within 14 days of your complaint being acknowledged to let you know in writing with reasons if your complaint has been upheld or not. If further information is required or we are likely to exceed the 14 days response period, you will be informed of the status of your complaint and the period within which we will have completed any investigations.

Please note this will be our final decision on the matter.

At any stage during the process, you can try to resolve the complaint informally.

If you have any questions regarding our complaint's procedure itself, please contact us:

21, Montevideo Street
Building 2, Office 312
New Bulgarian University
1618 Sofia, BULGARIA
Tel. +359 2 8110 312
E-mail: englishstudies@nbu.bg
<http://esnbu.org>

English Studies at NBU

ISSN 2367-5705 (Print), ISSN 2367-8704 (Online)

COMPLAINTS PROCEDURE

The following procedure applies if you are having difficulties or if you have any complaints regarding English Studies at NBU. It aims to ensure fair treatment in all aspects of the journal activities.

Step 1

In the first instance please talk to the person concerned and discuss the matter. Often difficulties can be resolved easily when time is taken to talk through an issue.

Step 2

If you are either:

- dissatisfied with the outcome from Step 1; or
- do not feel you can discuss the matter with the person involved, please arrange an appointment to discuss the matter with the Editor in Chief. Be prepared to give full account in details of your complaint and present any supporting documentation or evidence. Alternatively, you may file your complaint in writing, by regular post or email. We will investigate the matter thoroughly and notify you of the outcome.