

COMPLAINTS POLICY of Lyuboslovie

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We are trying to ensure a high standard of service. However, if a complaint is submitted by an author, reviewer, editor or reader we will deal with it fairly, quickly and effectively. It is of paramount importance that the complaint is made as soon as possible. This means that it should be raised within a week of the date of the circumstances giving rise to the complaint. Delays in submitting the details may result in the journal being unable to effectively investigate the complaint. It should usually suggest a resolution to the problem.

A complaint can be made in an informal or formal way. If one decides to make a complaint informally, they can contact the editor-in-chief. We hope that most complaints will be resolved informally. However, if one prefers the formal procedure, they should write a Letter of Complaint, providing some details such as:

- Your names;
- The matter of the complaint;
- The date when it occurred (supporting evidence);
- Aftereffects for the person submitting the complaint;
- Suggested solution to the problem.

Please email the Letter of Complaint as an attached file to lyuboslovie@shu.bg

Complaints Procedure

The following procedure applies to both informal and formal complaints.

1. An email is sent back to the author of the complaint to confirm its receipt within 2 working days.
2. The Editor in Chief investigates the complaint to find the cause and may ask for feedback from any individuals related to the matter, or additional information (supporting documents or evidence) from the author of the complaint. This information can also be provided in a personal meeting with the Editor in Chief.
3. Within 14 days of its acknowledgement, the author of the complaint will receive a response with reasons if the complaint has been upheld or not. If the 14 days response period should be exceeded, the author of the complaint will be notified of its status and the period within which the outcome will be sent.

If you have any questions regarding our complaint's procedure, do not hesitate to contact us.