

PROCEDURE FOR CONSIDERING COMPLAINTS ABOUT VIOLATIONS OF ETHICAL NORMS

When considering complaints and appeals, the editorial board of the journal adheres to the relevant [COPE](#) rules.

Review procedure

In the event of filing complaints and/or appeals against the decisions of the editorial board, the following review procedure is applied.

1. Any complaint or appeal is first considered by the editor-in-chief responsible for the journal and/or the responsible editor who directly participated in the editorial process.

2. The editor-in-chief of the publication may involve in the consideration two members of the editorial board who have relevant experience in participating in the editorial boards of other publications and whose experience and knowledge can help in resolving the dispute and properly clarifying the circumstances described in the appeal, as well as in the proper application of the editorial policy and rules of publication ethics of the journal.

3. If the participation of the above-mentioned editorial staff or their actions (or inaction) are the subject of a complaint, the complainant should contact the Directorate of the Institute of the Ukrainian Language of the NAS of Ukraine (send a letter to the institution's e-mail address ukrmov@gmail.com). The complaint is considered at a meeting of the Editorial Board of “Culture of the Word” with the participation of the administration of the founding institution, the editor-in-chief and the responsible editor of the issue.

When considering complaints and/or appeals, the following rules should be observed:

- mutual respect for all participants in the editorial process, the presumption of their proper and conscientious behavior until proven otherwise;
- providing all interested parties with the right to present their arguments in support of or refutation of the stated requirements;
- due information to participants in the editorial process about the receipt and consideration of such an appeal, in which their rights and/or interests may be limited;
- directing the process of settling any dispute through the search for compromise and mutual understanding.

Complaint regarding the scientific quality of the article, for example, appealing against a refusal to publish

In the appeal, the author must provide a detailed justification with responses to the reviewers' comments by points.

The editor-in-chief considers the arguments of the authors and reviewers and makes one of the following decisions:

1) refuse the applicant due to the groundlessness of the requirements set out in the appeal;

- 2) satisfy the requirements set out in the appeal;
- 3) apply to the Directorate of the Institute of the Ukrainian Language of the NAS of Ukraine for consideration of the appeal due to the impossibility of independently making a final decision in the editorial office.

The complainant is notified of the decision with an explanation. Decisions on appeals are final, and new submissions have priority over appeals.

Complaint regarding the procedure for considering the article (consideration time, etc.)

The editor-in-chief, together with the responsible editor and the management of the founding institution, studies the case. The complainant will be provided with an appropriate response. The results of the case review will be taken into account by the relevant stakeholders to improve editorial and publishing processes.

Complaint about publication ethics, for example, about the behavior of an author or reviewer

The editor-in-chief or responsible editor must adhere to the recommendations of COPE, EASE and publication ethics. The editor-in-chief or responsible editor may seek advice from the Directorate of the Institute of the Ukrainian Language of the NAS of Ukraine on complex cases.

The final decision to reject a complaint / appeal cannot be canceled or appealed. The editorial board does not correspond with the authors of a rejected manuscript after such a decision.