

Appeals & Complaints Policy

The *Innovation of Chemistry & Materials for Sustainability* (ICMS) is committed to fair, transparent, and accountable editorial processes. Authors have the right to appeal editorial decisions, and all stakeholders may raise complaints regarding the journal's processes, ethics, or publication practices.

Appeals Against Editorial Decisions

Right to Appeal: Authors may appeal against editorial decisions, including rejection of their manuscript, if they believe the decision was based on:

- ✓ Misunderstanding of the manuscript
- ✓ Errors in the review process
- ✓ Bias or conflict of interest
- ✓ Procedural irregularities

How to Submit an Appeal: Authors must submit a formal appeal including:

- ✓ Manuscript title and ID
- ✓ Detailed justification for the appeal
- ✓ Point-by-point response to reviewer and editor comments (if applicable)
- ✓ Supporting evidence or clarification

Appeals must be submitted within 30 days of the editorial decision.

Appeal Review Process: All appeals are initially assessed by the Managing Editor.

If required, the appeal will be reviewed by:

- The Editor-in-Chief, or
- An independent editorial board member not involved in the original decision

Additional peer reviewers may be consulted where necessary

A final decision will be communicated within 2–4 weeks

Final Decision: The decision on an appeal is **final and binding**.

Complaints Policy

Scope of Complaints: Complaints may relate to:

- ✓ Editorial process
- ✓ Peer review quality
- ✓ Publication ethics (e.g., plagiarism, data manipulation)
- ✓ Author or reviewer conduct
- ✓ Journal management or policies

Complaint Submission: All complaints must include:

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- ✓ Full details of the issue
- ✓ Supporting evidence
- ✓ Contact information of the complainant

Handling of Complaints

- ✓ Complaints will be acknowledged within 5 working days
- ✓ Investigations will follow best practices (e.g., COPE guidelines)
- ✓ Confidentiality will be maintained throughout the process
- ✓ Appropriate actions will be taken depending on the outcome

Contact for Appeals and Complaints

All appeals and complaints should be directed to:

- Name: Prof. Susanta Banerjee (Editor-in-Chief)
Email: eic-icms@insuf.org; susanta@matsc.iitkgp.ac.in

Alternative contact:

- Name: Ms. Gargi Agarwala Mahato (Managing Editor)
Email: me-icms@insuf.org; gargiagarwala@gmail.com

Contact for Ethical Concerns

All appeal and complaint cases will be handled confidentially. Information will only be shared with individuals directly involved in the investigation.

Policy Updates

This policy may be updated periodically to ensure alignment with international best practices in scholarly publishing.