

Journal of the International Ombudsman Association (JIOA)

FREQUENTLY ASKED QUESTIONS

1. What topics do we publish?

The Journal publishes articles on topics of relevance to the field of organisational ombudsmen. Articles that aim to foster recognition and understanding of the roles and impact of ombudsman offices in a variety of institutions and sectors are encouraged. Articles offering and developing ideas, findings, recommendations for best practices, and supporting ongoing discussions of critical issues are also welcomed. JIOA is particularly interested in publishing concise scholarship - **Articles** are generally between 1,500 and 5,000 words. Commentaries and book reviews should be no longer than 1000 words. **Essays** and short reports that advance an idea, summarize a development, or initiate or engage in a discussion are solicited. **Letters** to the editor are encouraged, but may be edited for length.

2. Do we publish in the English language (and its variants) only?

No. The JIOA will consider publishing in any IOA member language. All abstracts will be published with English translations, where this is necessary. The Journal also publishes manuscripts that acknowledge the linguistic and grammatical conventions of the author's country of writing. This means that spelling ('colour' or 'color'; 'organization' or 'organisation') may vary, and Editorial and grammatical conventions may also vary (e.g., placement of citations). While the Journal will normally publish accepted manuscripts in the linguistic style and grammatical conventions of the author, the final say on this rests with the Editor.

3. What is the frequency of publication?

At present, the JIOA is published twice yearly (April and October). Manuscripts must be received for anonymous peer review at least six weeks prior to the publication deadline.

4. Where are the articles abstracted and available?

Articles published in JIOA are abstracted by EBSCO and freely available on the IOA website (<http://www.ombudsassociation.org/>).

5. Do I have to be an ombudsman to make a submission?

No. Submissions are encouraged from all responsible contributors regardless of affiliation with the International Ombudsman Association. JIOA encourages contributions that may readily be seen as relevant to the work of ombudsmen in any setting - JIOA editors are happy to work with authors to make clear the connections with ombudsman practice where appropriate. We particularly invite manuscripts from those conducting research on ombudsman practice. Authors wishing to discuss submission ideas are thus encouraged to contact the editor or a member of JIOA's editorial board.

6. Who will review my article?

JIOA is a peer-reviewed journal and articles are accepted without remuneration. Referees are either practicing or recently-retired ombudsmen from all sectors. Each article is reviewed by at least two referees, and the decision on acceptance rests with the editor.

7. What is our Mission Statement?

The Journal of the International Ombudsman Association (JIOA) is a peer-reviewed online journal for scholarly articles and information relevant to the ombudsman profession. As members of a relatively new profession, we continually strive to understand, define and clarify the role and function of the professional organizational ombudsman. JIOA will help foster recognition that what we do for our agencies, corporations, colleges and universities is worthy of study. While we must vigorously protect the confidentiality of our interactions, we can still study and be studied to understand what we do and how we do it; what works well

and what doesn't work; what our options are; how social, technical and legal changes may impact us; what the profile and career development of ombudsman professionals might be, and other matters of interest. The JIOA can facilitate a greater interest in ombudsman practice, enhance our professional standing, and serve to give us a better understanding of our dynamic roles and the impact on our institutions and agencies. The journal also will allow IOA members, other ombudsmen, and other professionals to reach out to their colleagues with their ideas, research findings, theories, and recommendations for best practices and to engage in ongoing discussions of critical issues.