

# Journal of the International Ombudsman Association

## Instructions for Authors

### Editorial Statement

The Journal of the International Ombudsman Association (JIOA) is a peer-reviewed, online journal for scholarly articles about the ombudsman profession. JIOA aims to foster recognition and understanding of the roles and impact of ombudsman offices in a variety of institutions and sectors. JIOA is a unique publication for organizational ombudsmen and other professionals to reach out to their colleagues with ideas, findings, recommendations for best practices, and engage in ongoing discussions of critical issues.

### Eligible Contributors

Submissions are encouraged from all contributors regardless of affiliation with the International Ombudsman Association. JIOA encourages contributions relevant to the work of ombudsmen in any setting. JIOA is a peer-refereed journal and articles are accepted without remuneration. Authors wishing to discuss submission ideas are encouraged to contact the Co-Editors at [jioa@ombudsassociation.org](mailto:jioa@ombudsassociation.org).

### Guidelines for Submitting an Article

Please send an electronic copy of your article as an attachment to [jioa@ombudsassociation.org](mailto:jioa@ombudsassociation.org). JIOA's Co-Editors will send a reply when the email has been received and the attachments are opened successfully. Submissions should conform to the following guidelines.

#### Originality

A cover letter should be submitted with your submission and must include a statement that neither the paper nor its essential content has been published or is under consideration for publication elsewhere. It will be presumed that all listed authors of a manuscript have agreed to the listing and have seen and approved the manuscript.

#### Authorship

All persons designated as authors should qualify for authorship. Each author should have participated significantly to the concept and design of the work and writing the manuscript to take public responsibility for it. The editors may request justification of assignment of authorship. Names of those who contributed general support or technical help may be listed in an acknowledgment.

#### Type of Submissions

We accept submissions in the form of articles, commentaries, book reviews, essays, short reports, and Letters to the Editor. Below are examples of article types we will publish.

- **Research and Scholarship Features** – Qualitative and quantitative manuscripts that clearly provide a theory-research-practice connection. These manuscripts are methodologically sound with a clearly defined practice section in which the author(s)

shares how the research relates to ombuds practice e.g., policy issues, community engagement, management, organization, conflict management, etc.) and/or how the findings can be used in ombuds practice in various sectors (academic, corporate, etc.). The manuscripts should provide a unique perspective on current issues impacting our organizations, constituents, and practice.

- **Literature reviews and essays** – Connect current issues with practice, propose creative models for ombuds practice or discuss innovative uses of theory.
- **Innovations in Practice Features** – Describe high-quality illustrations of effective, creative, and collaborative practices, programs, or policies. These illustrations are to be grounded in theory and/or research as well as convey relevance beyond the organization(s) of the author(s). Evidence of innovation must go beyond simple measures of satisfaction and, instead, illuminate effectiveness and usefulness. We invite manuscripts offering bold visions that challenge readers to think critically and reflectively about ombuds practice.
- **Media Reviews** – An evolution of the book review format, manuscripts are invited to comment on the wide variety of media currently available to ombuds practitioners. Authors are encouraged to comment on the implications for the practice of Internet resources, blogs, newsletters, books, films/videos, presentation materials, and other available media resources. Media Review manuscripts, informative and critical, allow ombuds to learn of media that is useful to their work.
- **Research in Brief** – Report meaningful research that does not require a full-length manuscript. Articles should present research about instruments/instrument development, methods, interventions, or analytical tools which may be helpful to researchers or consumers of research in conducting and understanding the ombuds profession. Research articles focused on specific interventions and research which examines the ombuds profession with regards to training, administration, etc. are also typically considered for the Research in Brief section. Research in brief may also include rigorous studies that are focused on a single organization and/or narrowly focused studies.
- **Interviews** – Consist of an interview with a professional or researcher in the field of ombuds work centered on a theme or current issue that would be of interest to the JIOA audience. Authors are encouraged to write in a narrative format (not Q & A).
- **Case Challenges** – Designed to stimulate interest among experienced ombuds in a problem that they might encounter in practice (not something that would be extremely rare). The section focuses on the reasoning process.
- **Policy Feature** – Identifies issues, trends, barriers, legislative successes, or recommendations that affect ombuds ability to practice to the full extent of the Standards of Practice.
- **Educational Feature** – Manuscripts that describe ombuds evaluation, mentoring, or other components of ombuds training.
- **Q&A with Luminaries of the Field** – Editorial roundtable

### Format

JIOA prefers submissions prepared in Microsoft Word. Manuscripts should be double-spaced with one-inch margins. Pages should be numbered. All identifying information should be removed from the manuscript files themselves prior to submission (see more below). Proofs for checking will normally be sent to the first author named to whom any correspondence and reprints will also be addressed. Footnotes to the text should be avoided wherever this is reasonably possible.

**All manuscripts should be made anonymous by the principal submitting author.** This involves the following:

1. Removing all identifiable properties from the Microsoft Word file (particularly the author name and organisation).
2. Ensuring the manuscript contains no mention of the authors' organisations, names, or the names of key colleagues. Substitute real names with "X" throughout – they can be placed in the article after review.
3. Similarly, all those who are being acknowledged as informal reviewers, discussants or inspirations for the submitted article should be anonymised in the manuscript. Where acknowledgements are being made, a separate section for this should appear on the front page of the manuscript, along with the key words, author's name and affiliation, a brief author biography and an abstract of not more than 150 words.
4. Where author names and organisation names cannot be avoided, then authors must accept that their article will not be anonymous. This is not preferred by the JIOA but, where inevitable, authors are required to state that they waive the right of an anonymous review.

### Title Page, Key Words and Author Information

The name(s) of the author(s) should appear only on a separate title page which should also include the author(s) affiliation and mailing address. The title page should also include a biographical note of no more than 100 words. Contact information, including telephone numbers and mailing addresses, should be provided for each author. Additionally, the title page should include up to six key words, including the word "Ombudsman" (or whichever variant of this the author has employed in the article). A sample title page is include at the end of this document.

Author(s) should also submit a statement indicating all affiliations, financial or otherwise, that may compromise or appear to compromise the objectivity or unbiased nature of their submission. Such conflicts of interest may arise out of commitments involving honoraria, consultant relationships, participation in a speakers' bureau, stock holdings or options, royalties, ownership of a company or patent, research contracts or grants and, in some instances, being an official representative of another organization. Any conflict of interest will be included as a footnote in the published manuscript.

### Abstract

Please supply an abstract of not more than 150 words with your submission. The abstract should also include a word count of the article, excluding references.

### Graphics

Please convert all graphics to TIFF or EPS format. Line art should be a minimum of 600 dpi, and halftones a minimum of 266 dpi in resolution.

**Illustrations** should not be inserted in the text but each provided as separate files and given figure numbers and title of paper and name. All photographs, graphs and diagrams should be referred to as Figures and should be numbered consecutively in the text in Arabic numerals (e.g. Fig. 3). Captions for the figures should be provided and should make interpretation possible without reference to the text. Captions should include keys to symbols.

**Tables** should be submitted as separate files and should be given Arabic numbers (e.g. Table 3). Their approximate position in the text should be indicated. Words or numerals should be repeated on successive lines; 'ditto' or 'do' should not be used.

### Style

Authors should conform to the latest edition of the APA formatting. Authors will be consulted during the editing process but are expected to permit minor standardizations and corrections (i.e., headings, alignments, citation formatting, and minor punctuation). JIOA encourages and promotes the use of gender-neutral language.

Please note that the Journal publishes manuscripts in accordance with the linguistic and grammatical conventions of the author's country of writing. This means that spelling ('colour' or 'color'; 'organization' or 'organisation') may vary. 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 Co-Editors.

### Citations

The author(s) are responsible for the accuracy and thoroughness of citations. Footnotes should normally be consecutively numbered and collected at the bottom of each page. References should be listed on a separate page at the end of the manuscript. Citations should follow APA formatting. If the submission is accepted for publication, the author should be prepared to provide copies of all materials cited.

### Copyright

JIOA seeks to provide authors with the right to republish their work while protecting the rights of JIOA as the original publisher. After original publication, authors retain the right to republish

their article, provided that authorization is obtained from JIOA. Authorization is generally granted contingent upon providing JIOA with credit as the original publisher.

## **Consideration of Submissions**

### Double-Blind Evaluations

Submissions are reviewed by at least two reviewers without consideration of the author's identity. As well, the authors will not be aware of the reviewers' identities. Please ensure that the manuscript is anonymous by removing any link to the author(s). Remove reference material in any footnote that references the author of the piece for review and replace information with "Author." Note the instructions on making the manuscript anonymous in the section entitled "Format."

### Timeline for Acceptance

JIOA accepts submissions on a rolling basis throughout the calendar year. It is intended that decisions on publication will be made within three months of receipt of a submitted manuscript.

### Expedited Review

JIOA will attempt to honor reasonable requests for an expedited review of submissions. To request an expedited review, please contact the JIOA Co-Editors at [jioa@ombudsassociation.org](mailto:jioa@ombudsassociation.org) and provide your name, phone number, and e-mail address; the title of the article; and your preferred deadline for a decision.

### Publication Dates

JIOA publishes manuscripts on a rolling basis.

### Antidiscrimination Policy

It is the policy of JIOA not to discriminate on the basis of race, gender, age, religion, ethnic background, marital status, disability, or sexual orientation.

**SAMPLE FRONT PAGE**

**THE WAY THINGS ARE, HAVE BEEN AND WILL BE**

John Doe

Organizational Ombudsman  
ABC Inc.

**Contact details:**

ABC Inc.  
1122 Washington Square  
Washington, DC 12345  
Tel: 012 345 6789  
Email: abcomb@abc.com

**Key Words:** Ombudsman, history, dispute resolution, systemic conflict, team dynamics

**Word Count** (including Abstract): 2,500

**Abstract:**

It was the best of times, it was the worst of times, and Ombudsmen saved the day by offering ethically based, neutral, independent and confidential services to their organization (“X”) and staff. This paper dissects how Ombudsmen worked in the circumstances of concern and how they might systematise future interventions using validated procedures described in detail in the article. The outcomes are identified and quantified. The author presents a conceptual structure for applying the lessons learned.

**John Doe:**

John Doe is a native of Equanimity and Hard Work and has post-graduate degrees in thinking and doing from the School of Hard Knocks in the University of Life. He has worked as an organisational Ombudsman for 30 years and in his present position (at “X”) for ten.

**Acknowledgements:**

The author is particularly grateful to A, B, and C for their stimulating discussion and ideas that led to the development of this article, and to D, E and F for reviewing earlier drafts of the manuscript.