

# Journal of the International Ombudsman Association (JIOA)

## Frequently Asked Questions

### **1. *What is the JIOA's 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.

### **2. *What topics does the JIOA 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. The Journal welcomes articles that offer and develop ideas, present findings, provide recommendations for best practices, share critical or challenging perspectives, and support ongoing discussion of important issues. Please see our Instructions for Authors document, found on our website, for examples of article types.

### **3. *Does the JIOA publish in the English language only?***

No. The JIOA will consider publishing in any 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. 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 Editors.

### **4. *What is the frequency of publication?***

The JIOA is published on a rolling basis as articles are submitted.

### **5. *Where are the articles abstracted and available?***

Articles published in JIOA are abstracted by [EBSCO](#) and freely available on the International Ombudsman Association's website:

<https://www.ombudsassociation.org/2018-jioa-articles>

**6. 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 \(IOA\)](https://www.ombudsassociation.org/). 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 Co-Editors at [jioa@ombudsassociation.org](mailto:jioa@ombudsassociation.org)

**7. 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 Co-Editors.

**8. Where can I find instructions for authors?**

You can find more detailed instructions on the JIOA website <https://www.ombudsassociation.org/journal-of-the-ioa>

**9. Where can I learn more about the Organizational Ombudsman profession?**

We invite you to visit the International Ombudsman Association's website, [www.ombudsassociation.org](https://www.ombudsassociation.org), where you will find [FREQUENTLY ASKED QUESTIONS](#) and other useful reference material.

**10. Where can I send questions, ideas, submissions and comments?**

Please direct all correspondence to [jioa@ombudsassociation.org](mailto:jioa@ombudsassociation.org).