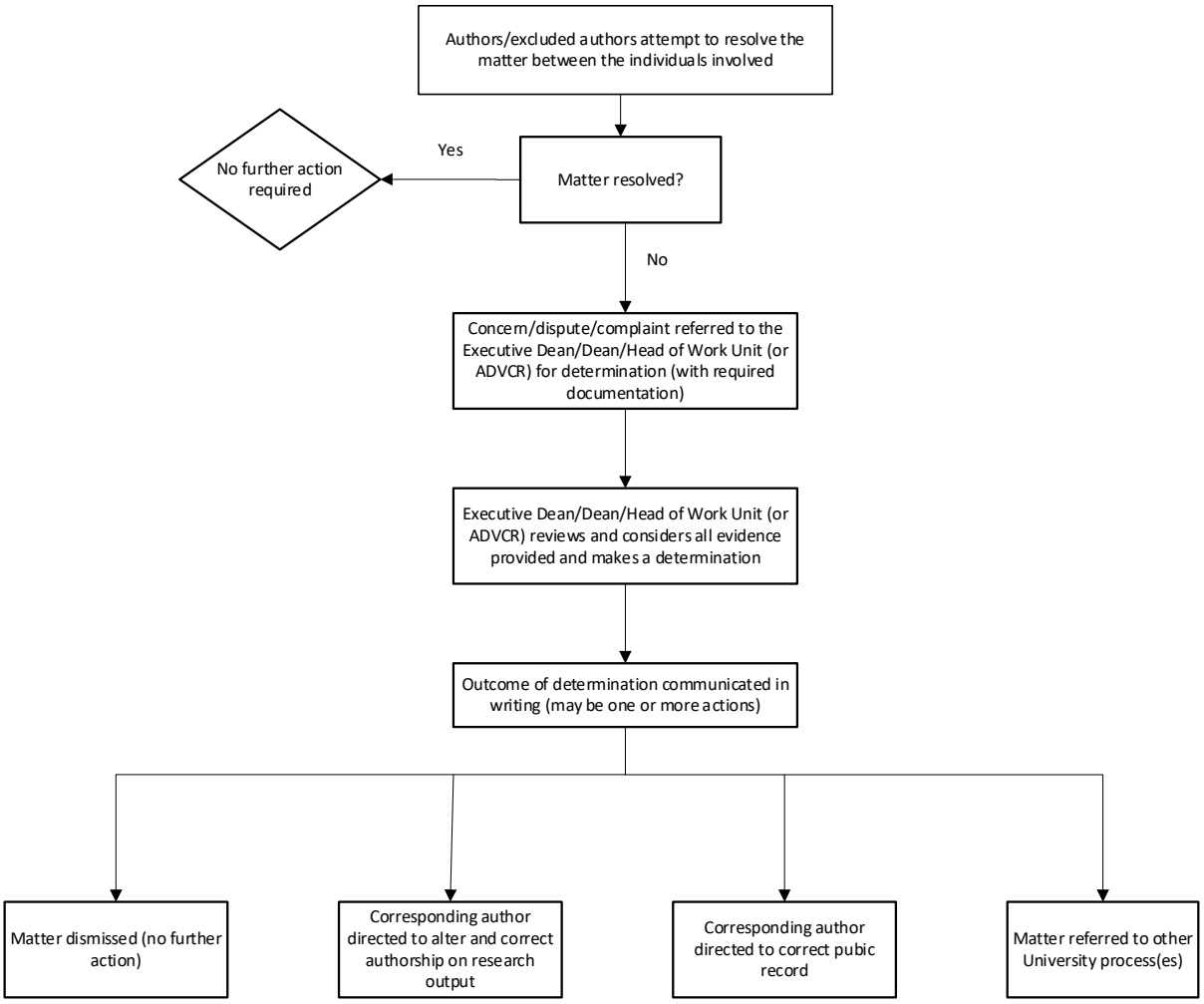Publication author concern/dispute/complaint resolution process