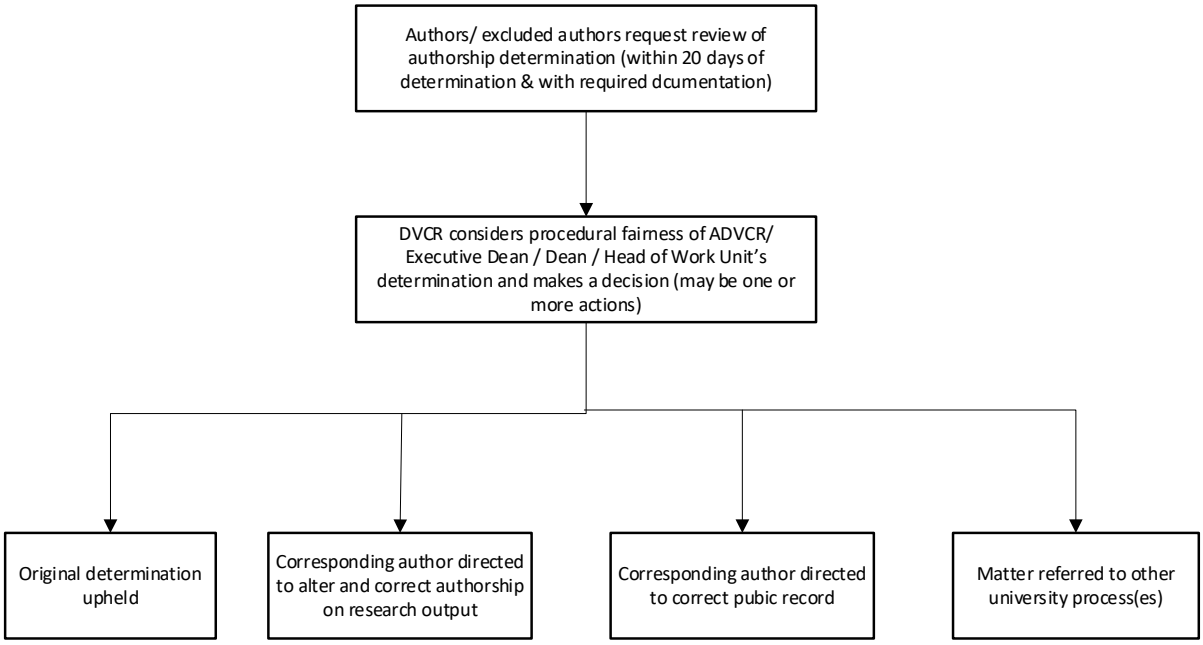Review of publication author concern/dispute/complaint resolution determination process