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# Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 1.7 - Implementation Documentation

Enhancing ICANN Accountability – Work Stream 2 Final Report

<https://www.icann.org/en/system/files/files/ccwg-acct-ws2-final-24jun18-en.pdf>

See <https://www.icann.org/resources/work-stream-2-implementation-en> for more information on Work Stream 2 implementation.

## WS2 – Transparency I Diversity – Recommendation 1.7

### Recommendation 1.7

ICANN staff should support SO/AC/Groups in developing and publishing a process for dealing with diversity-related complaints and issues.

### Final Implementation Report

Recommendation 1.7 was identified as requiring cross-community coordination and was examined by the WS2 Community Coordination Group (WS2 CCG).

Over the course of 2023, the group had four meetings to discuss the topic, and held a discussion with the ICANN Office of Ombudsman and ICANN Complaints Officer during which clarifications were received on their respective responsibilities relevant to this recommendation.

Staff supported the WS2 CCG to create a [report](#) that outlines the discussions of the group and their proposal for completing implementation of Recommendation 1.7. The WS2 CCG agreed that existing complaints mechanisms should be used to handle diversity-related complaints. Based on Recommendation 1.7 and WS2 CCG members' discussions, certain categories of diversity-related complaints or issues were listed, mechanisms to handle each type of complaint or issue were introduced, and a sample process was identified to assist potential complainants with determining which complaints mechanism may be most appropriate for their situation.

The WS2 CCG also recommended the formation of an ad hoc diversity group across the ICANN community when there is a discernible increase in trends related to diversity complaints. These trends can be identified through inclusion of specific data on diversity-related complaints in the Ombudsman's and Complaints Officer's annual or other periodic report. The ad hoc group, if formed, will be tasked with providing advice to the Ombudsman or ICANN on diversity complaints and related issues. The expected Continuous Improvement Program or future Holistic Reviews, recommended by the Third Accountability and Transparency Review Team, may also assist in identifying these trends. Relevant ICANN org functions and teams have been informed of the trigger mechanisms for the formation of an ad hoc diversity group, as prompted by a given community group, to address a diversity issue that cannot be resolved within the given community group.

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## Rationale

The implementation conducted reflects the community discussions held within the WS2 CCG towards developing and publishing a process for dealing with diversity-related complaints and issues.

## Timeline

Expected implementation date: June 2023

Final implementation date: April 2024

## Milestones

- February 2022 - Creation of WS2 CCG
- May 2023 - Meetings between the WS2 CCG with the ICANN Ombuds and ICANN Complaints Office
- July 2023 - Drafting of the *Work Stream 2 Community Coordination Group Report on Implementation of Work Stream 2 Recommendation 1.7 regarding Diversity Complaints and issues* report
- April 2024 - WS2 CCG agreement to mark the recommendation as complete