A Conversation with ICANN’s Complaints Officer

Overview, Observations & Open Dialogue

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Webinar with APAC Region
22 August 2017
Agenda

- Establishment of ICANN Complaints Office
- Objectives of the Complaints Office
- What complaints should go to the Complaints Office?
- Who can submit a complaint, how, and what happens?
- Overview of complaints submitted
- Early observations
- Open dialogue with APAC Region
- Useful links
Establishment of ICANN Complaints Office

- Fall 2016: Identification that organization could benefit from creation of a Complaints Office
- March 2017: ICANN announced establishment of its first-ever Complaints Office as part of the Organization’s dedication to continuous improvement and holding itself accountable for the work it delivers
- April 2017: ICANN organization began officially taking complaints
- May 2017: ICANN Complaints Office and Ombudsman published joint blog to clarify difference in roles
- August 2017: Most recent complaints report published
Objectives

- Centralized and streamlined process to review, research and resolve complaints about the ICANN organization
- Use aggregated data to identify any trends across the organization
- Provide another avenue for open communication with the community
- Create a public history of issues that have been raised and addressed
- Increase accountability, transparency and effectiveness
Type of Complaints

- Complaints regarding the ICANN organization, that don’t fall into a previously existing complaints process

- Complaints regarding ICANN organization, such as:
  - Process does not appear to be working properly
  - Timeliness of deliverables from ICANN organization
  - Level of ICANN organization staff support
  - Accessibility of information from ICANN organization

- Previously existing complaints processes such as:
  - Contractual Compliance
  - Ombudsman
  - Bylaws mandated Accountability Mechanisms
  - Global Support Center
Who Can Submit a Complaint, How & What Happens

- **Who?**
  - External party submits a complaint to the Complaints Office
  - External party submits a complaint to ICANN organization employee
    - ICANN Organization employee forwards to Complaints Office
  - ICANN organization employee identifies an issue and alerts the Complaints Office

- **How?**
  - Complaints can be sent to complaints@icann.org

- **What?**
  - All complaints reviewed to determine if they’re within the Office’s scope
  - If in scope: complainant notified issue will be handled through complaints process; complainants issue researched and responded to; complaint and response published on ICANN.org
  - If out of scope: complainant will be referred to appropriate complaints process
Submitted In–Scope Complaints (as of 09 August 2017)

- Overall In-Scope Complaints
  - Complaints received to date (14)
    - 8 – open
      - 5 Status = Evaluate and consider
      - 3 Status = Respond
    - 6 – closed

- Complaints by Department
  - Open Complaints (8)
    - 1 – Global Domains Division
    - 2 – Contractual Compliance
    - 2 – Communications
    - 1 – Human Resources
    - 1 – Policy
    - 1 – Finance
  - Closed Complaints (6)
    - 2 – Contractual Compliance
    - 1 – Development and Public Responsibility Department
    - 3 – Global Domains Division
330 Out-of-Scope Complaints fall into 3 primary categories
- Other Complaints Process: Submission belongs to another complaints process
- Inquiry: Submission is an unofficial inquiry regarding a potential complaint
- Blank: Submission was blank or incomprehensible

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<thead>
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<td>- Blank Complaint Submission</td>
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Early Observations

- **In-Scope**
  - Initial submissions have identified opportunities for ICANN to improve
    - Internal communications regarding corporate changes with multi-functional impact
    - Processes such as billing or certain contracted party transactions
  - ICANN organization employees are committed to collaborating, problem-solving and improving in response to issues raised through the Complaints Office
  - Those who have inquired have legitimate issues, but do not want to be seen as “complaining”

- **Out-of-Scope**
  - ICANN organization provides several mechanisms to submit issues, but it can be difficult to identify the best mechanism to address your specific issue or concern
  - It’s challenging for users and registrants to grasp ICANN organization’s role, and what it can/cannot do for them
Conversation with APAC Region

- What areas of opportunity do you see for the ICANN organization?
- What would you like to see from the Complaints Office that would be particularly useful to the APAC region?
- What feedback do you have regarding the Complaints Office webpages and/or report?
- How can the ICANN organization and/or Complaints Office better support the APAC community?
Useful Links

- Complaints Office webpage: https://www.icann.org/complaints-office
- Complaints Report: https://www.icann.org/complaints-report
- Joint blog – Ombudsman and Complaints Officer: https://www.icann.org/complaints-report
- Complaints Office Frequently Asked Questions (offered in 7 United Nations Languages):