IANA Customer Service Complaint Resolution Process for Naming Related Functions

**Phase 1**

1. **Complainant**
   - Issue identified with IANA Function's Operator's delivery of the IANA Services
   - Email notification received
   - Process ends

2. **IANA Customer Service**
   - Issue Resolved
   - Process ends

3. **IANA Function Liaison for Root Zone Management**
   - Receives escalation
   - Issue Resolved
   - Process ends
   - Issue Not Resolved

4. **IANA Functions Program Manager**
   - Receives escalation
   - Issue Resolved
   - Process ends
   - Issue Not Resolved

5. **Ombudsman (optional step)**
   - Receives escalation
   - Issue Resolved
   - Process ends
   - Issue Not Resolved

6. **Customer Standing Committee**
   - Receives notification of complaint for informational purposes
   - Process ends

* In phase 1, anyone can make use of these escalation mechanisms
IANA Problem Resolution Process

- Issue has not been resolved in phase 1. Decision to escalate to phase 2.
- Mediation is initiated**
- CSC
  - Notified of the issue
  - Review to determine if issue is part of persistent performance issue or indication of systemic problem
  - If yes, Escalate to IANA Problem Resolution Process
- IRP (optional)
  - IRP is initiated
  - IRP Ruling
  - Process ends

* Phase 2 is reserved for direct customers
** If this is approved by the CWG, it would require further implementation work that would need to be done after approval of this step in the process and before the transition occurs...
IANA Problem Resolution Process

CSC
- Determines persistent performance issues exist
- Receives request for remedial action in a predetermined number of days
- Reviews completion of remedial action

ccNSO/GNSO*
- Notified of escalation
- Use agreed consultation and escalation processes which would include IRP and CCWG-Accountability processes

Note: The IANA Review Function will include provision to consider whether there are any systemic issues that are impacting IANA Naming services, which might then decide to take further action using agreed consultation and escalation mechanisms which would include IRP and CWG-Accountability Work Stream 1 accountability mechanisms.

* The roles of the ccNSO and GNSO in this step should be further investigated to ensure that this is consistent with their missions as well as to identify any actions that may be needed by the SOs to allow for this role.