from:

Questions for the community:

Question 1

What are some concrete examples of concerns that the community has with regards to staff accountability? Are the concerns about individual service delivery/individual staff, or about the potential that staff might cause a violation of ICANN policies, processes, or Bylaws?

Answer 1

Question 2

In the staff accountability group, there have been suggestions that people within the ICANN Organization are afraid to speak to the community. Can you provide more detail to support these suggestions? Is the reluctance to speak based on perceptions of how the ICANN. Organization will respond, or how the community will respond?

Answer 2

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Question 3

ICANN expects all people within the ICANN Organization to be respectful to the community in interactions. If the community is not treated with respect, that would clearly be an issue about

which ICANN should be made aware. What is the expectation for the community in addressing members of the ICANN Organization?

Answer 3

Question 4

Do you think that there should be areas where people in the ICANN Organization should be directly accountable to the community? What would this look like, and how could it be done in a way that does not interfere with the employer relationship? Are the enhancements of the Reconsideration and IRP Process, where staff action can be challenged directly, sufficient to address the subgroup's concerns.   How does one prevent inconsistent feedback to ICANN.org employees?

Answer 4