



**I C A N N**  
**ANNUAL GENERAL**

**63**

**BARCELONA**  
20-25 October 2018

# Agenda

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- ⦿ Purpose and objectives
- ⦿ Overview of complaints submitted through 30 September 2018
- ⦿ Responding to complaints
- ⦿ Semi-Annual Complaints Report
- ⦿ Dialogue with the At-Large Advisory Committee
- ⦿ Useful links

# Purpose and Objectives

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## Purpose:

- ⦿ Assist the ICANN org in achieving its commitment of continuously working to increase its effectiveness
- ⦿ Provide additional operational accountability and transparency

## Objectives:

- ⦿ Centralized and streamlined process to review, research and resolve complaints about the ICANN org
- ⦿ Use aggregated data to identify any trends across the org
- ⦿ 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

# In-Scope Complaints Submitted (as of 30 September 2018)

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## 41 – In-Scope complaints submitted

- ⊙ Complaints by Department
  - ⊙ 19 – Contractual Compliance
  - ⊙ 9 – Global Domains Division
  - ⊙ 3 – Communications
  - ⊙ 2 – Finance
  - ⊙ 2 – Human Resources
  - ⊙ 2 – Information Technology
  - ⊙ 1 – Multistakeholder Strategy and Strategic Initiatives
  - ⊙ 1 – Ombudsman
  - ⊙ 1 – Policy Development
  - ⊙ 1 – Public Responsibility Support

# Responding to Complaints

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Typically all in-scope complaints receive a response. Response types are:

- ⦿ Response with improvements: 24
  - Examples provided
- ⦿ Response providing educational information: 9
  - Examples provided
- ⦿ Response pending: 6
  - Response currently being drafted
- ⦿ Response without improvements: 1
  - Complaints Office did not identify improvement opportunities
- ⦿ No response at all (unique circumstance): 1
  - Complainant did not want to participate in transparent process

# Responding to Complaints

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Examples of responses with improvements:

- ⦿ Updates to a GDD process/ C-2017-00007
- ⦿ Improvements to Contracted Party invoicing: C-2017-000016
- ⦿ Issue with remote participation comment during Public Forum/ C-2018-00013
- ⦿ Improvements to raise awareness regarding Anti-Harassment Policy/ C-2018-00014

Examples of responses providing educational information:

- ⦿ Request for ICANN org to amend Transfer Policy/ C-2017-00001, C-2018-00002
- ⦿ Request for ICANN to modify the DNS infrastructure/ C-2017-00002
- ⦿ Request for ICANN to renew an expired domain name/ C-2017-00017
- ⦿ Request for ICANN to address missed renewal/ C-2017-000014, C-2017-00017, C-2018-00012

# Semi-Annual Complaints Report

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Twice per year, recommendations regarding trends identified by the Complaints Office are reported.

- ⦿ Five recommendations for period 15 March – 31 December 2017
  - Minimize touchpoints for parties looking for help
  - Describe ICANN's remit in layman's terms, where possible
  - Review contractual compliance complaint forms
  - Improve processes and controls across the Org
  - Identify opportunities to work with the community to improve registrant and end user education
  
- ⦿ Recommendations for period 1 January – 30 June 2018
  - Report currently being drafted

# Dialogue with At-Large Advisory Committee

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- ⦿ 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 At-Large community?
- ⦿ 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 At-Large community?



# Useful Links

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- ⦿ Complaints Office webpage: <https://www.icann.org/complaints-office>
- ⦿ Report of Ongoing Complaints Activity: <https://www.icann.org/complaints-report>
- ⦿ Semi-Annual Report of Complaints Officer Observations and Recommendations: <https://www.icann.org/en/system/files/files/complaints-office-semi-annual-report-07mar18-en.pdf>
- ⦿ Joint blog – Ombudsman and Complaints Officer: <https://www.icann.org/complaints-report>
- ⦿ Complaints Office Frequently Asked Questions:
  - In English and 6 other UN languages: <https://www.icann.org/complaints-office>



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