

# ATLAS II Recommendation 24

No.	Recommendation	Recipient	Thematic Group Source	Assignees	Status
24	Both the areas of the Ombudsman and Contractual Compliance should report regularly on the complaints they received, resolved, pending resolution and actions taken to address issues raised by unresolved complaints.	Contractual Compliance, ICANN Board, Chris LaHatte	TG4	<ul style="list-style-type: none"> <li>Social Media</li> </ul>	COMPLETED

## Summary

### Implementation Details

The At-Large Community is keen on holding ICANN's Contractual Compliance department accountable by pushing for greater transparency and openness in reporting its activities. At-Large held many constructive discussions with Senior Staff from the department during ICANN meetings and teleconferences on those issues. These efforts have resulted in the department's significant improvements in providing clear and consistent communication on its activities. Its revamped [section](#) on [icann.org](http://icann.org) not only includes clear messaging, infographics, and videos that explain what they do and how to make complaints. It also publishes and regularly updates annual, quarterly, monthly, and audit [reports](#), as well as detailed [metrics](#) on compliance and enforcement for a rolling 13 month period.

Due to the sensitive nature of the complaints that the ICANN Ombudsman receives and the legal limits on what can be reported on, the At-Large Community is satisfied with the current level of communications from the Ombudsman about his activities to the general public. Nevertheless, At-Large members took the initiative to contact former Ombudsman Chris LaHatte and ICANN's Digital Engagement team, and offered a number of suggestions to improve the Ombudsman's blog and social media channels. ICANN recently revamped the Ombudsman's [microsite](#), incorporating clear messaging on the role of Ombudsman (e.g. infographic of the ICANN Expected Stands of Behavior) and simple instruction on how to make complaints. The newly appointed Ombudsman Herb Waye has also maintained an active presence on Twitter and Facebook, making himself accessible to the ICANN community.

In addition, At-Large members have been actively leading and/or participating in the CCWG-Accountability WS2 Ombudsman SubGroup. Recommendations proposed by the SubGroup would enhance the scope and nature of the ICANN Ombudsman's role, and may impact the mechanism for the Ombudsman to report on complaints.

### Next Step

The At-Large Community will maintain a watching brief on Contractual Compliance performance metrics and reports, as well as the communication channels of the Ombudsman, ensuring the ongoing nature and the continuous improvements of these types of reporting for transparency purposes.

## Notes:

- If the reports done by Contractual Compliance are open to public, we will consider tweeting/posting them
- 09 Sep 2015:
  - ALAC is satisfied with the progress made by Ombudsman in reporting their work
- 24 Sep 2015:
  - Due to the confidentiality of his office, it is sensitive to post 'unresolved complaints'. There is limitation in what SMWG can do. Nonetheless, At-Large can interact with his social media content to promote his work.
- 19 Oct 2015:
  - <https://features.icann.org/compliance> - work of contractual compliance

In interview with Chris LaHatte on the Atlas II recommendation Item 23 & 24

**Both the areas of the Ombudsman and Contractual Compliance should report regularly on the complaints they received, resolved, pending resolution and actions taken to address issues raised by unresolved complaints**

Action

In interview with Chris LaHatte on the Atlas II recommendation

In conversation with Chris he reiterated that due to the confidentiality of his office its very problematic to report on statistics and details on complaints since the privacy issues is paramount. His normally reporting is to the board and the issue of providing the community with statistics on number of filings, number of resolutions and more needs clarification.

### Item One Blog

As to Ombudsman's social media sties. ie. blog, Facebook and Twitter feed

One Blog- Word Press [omblog.icann.org](http://omblog.icann.org)

The blog is once a month posting

25 posts

### Analysis

Missing analytic of volume of traffic and where the visitors are coming

Lack of value added content or relevance

#### **Recommendations**

- Change the Wordpress ( Blog) template to use proper widgets to integrate TWITTER, FACEBOOK FLICKR and other feeds to the site
- Provide public user feedback
- Needs less text and more pictures and videos
- Need update on actual functions of the office
- FAQ

#### **Item Two Twitter**

chrislahatte

#### **Analysis**

Followers 310

Tweets 512

Retweets unknown and need to know

#### **Recommendations**

Integration of Twitter to automatically go to blog and Facebook

#### **Conclusion**

I think some of the content is restricted due to privacy but perhaps graphical presentation of resolutions would help people understand the role of the office.

He will be meeting with Laura B of ICANN on revamping his Blog and he to share our recommendations into the integration

Glenn McKnight