A Conversation with ICANN's Complaints Officer

Overview, Observations & Open Dialogue

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Webinar with APAC Region
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ICANN

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

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

- ⊙ What?
  - o All complaints reviewed to determine if they're within the Office's scope
  - o 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
  - o 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

Submitted Out-of-Scope Complaints (as of 09 August 2017)

- ◉ 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

Type	Quantity
Other Complaints Process:	**298**
- Accountability Mechanisms	2
- ccTLD Issues	15
- Contractual Compliance Ticket	189
- Correspondence	3
- Legal	1
- Out of ICANN's Scope	88
Inquiry:	**10**
- Inquiry About Complaints Process	10
Blank:	**22**
- Blank Complaint Submission	22

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):
    - English: https://www.icann.org/en/system/files/files/complaints-office-faqs-18may17-en.pdf
    - Chinese: https://www.icann.org/en/system/files/files/complaints-office-faqs-18may17-zh.pdf

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