



6 March 2018

RE: Explanatory Memorandum Regarding Complaint #C-2017-00022

On 20 December 2017 the Complaints Office received a submission from a party regarding issues with the level of support received from the ICANN org's Global Support Center. Per the complaints process, the party was reminded of the Complaints Office Terms and Conditions which are:

Submitted complaints will be handled in accordance with the ICANN bylaws and the ICANN Privacy Policy. By submitting this document to complaints@icann.org you acknowledge that the complaints process shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness. Except as noted above, information you submit is subject to being published on the ICANN website.

The submitter was advised that they and their complaint could be anonymized in order to address their confidentiality and privacy concerns, among others. The submitter found the proposed solution to be insufficient to address their concerns, therefore the Complaints Office is unable to publish the submission.

The Complaints Office was established in order to help improve upon the work the ICANN org delivers and is an additional way for the org to be accountable for and transparent about its performance, all in service of [ICANN's mission](#). As the Complaints Officer, I have a responsibility to receive complaints about the ICANN org, to research them, collect facts, review, analyze, provide a written response to the complainant, and resolve issues as openly as possible. While I am unable to process this submission due to my inability to provide transparency, I am publishing this explanatory memorandum in order to provide the amount of transparency available given the circumstances.

Kind regards,

Krista Papac
Complaints Officer