



8 March 2019

RE: Response to Complaint Regarding Overdue Response to a Letter

Pedro Veiga
[Universidade de Lisboa](#)
Via electronic mail

Dear Pedro Veiga,

Thank you for your submission. In your complaint (see: [INSERT LINK](#)) you explain that in September 2018 you submitted a letter to the ICANN org requesting a response and, as of the date of your complaint, you have not received a response. I appreciate you bringing this to the attention of the ICANN org (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and write to provide you with this response.

Following my research and internal discussions, I found that your request had in fact been stalled. After ICANN received your letter, there were a number of steps it took in order to enable ICANN to draft a response to you including official document translations and research and analysis of the translated documents. Once the pre-requisite steps were completed, ICANN began to draft its response, however a number of competing priorities surfaced that led to the lengthy delay you experienced. The ICANN org apologizes for the delay and frustration you experienced, and I assure you that you will receive the requested response shortly.

Periodically, ICANN receives more complex requests such as yours which, of course, take more time to address. If the more complicated requests also arrive during a time when there are multiple demanding activities going on in parallel such as strategic planning sessions, offsite trainings, holiday shutdowns, and ICANN meetings, resources become stretched, which can further extend the timeline for providing you with a deliverable and can sometimes lead to things slipping through the cracks. Such circumstances are what caused ICANN's delay in responding to you. These competing priorities and resource constraints should not interfere with the day-to-day work of ICANN, but sometimes they do. ICANN continues to look for opportunities to better manage such circumstances as best it can.

ICANN appreciates you taking the time to bring this information to our attention and takes responsibility for the delay in responding to your request. We are committed to always working to increase the organization's effectiveness and to provide additional transparency and accountability, all in service of ICANN's mission. Your willingness to submit this information helps us to achieve these commitments.

Kind regards,

Krista Papac
Complaints Officer
ICANN