ICANN 60
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A Conversation with ICANN’s Complaints Officer

Overview, Observations & Open Dialogue

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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
- What’s Next
- Open dialogue with the ICANN community
- Useful links
Establishment of ICANN Complaints Office

- Fall 2016: Identification that ICANN org could benefit from creation of a Complaints Office
- March 2017: ICANN announced establishment of its first-ever Complaints Office as part of the org’s dedication to continuous improvement and holding itself accountable for the work it delivers
- April 2017: ICANN org began officially taking complaints
- May 2017: ICANN Complaints Office and Ombudsman published joint blog to clarify difference in roles
- September 2017: Most recent complaints report published
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
Type of Complaints

- Complaints regarding the ICANN org, that don’t fall into a previously existing complaints process

- Complaints regarding ICANN org, such as:
  - Process does not appear to be working properly
  - Timeliness of deliverables from ICANN org
  - Level of ICANN org staff support
  - Accessibility of information from ICANN org

- Previously existing complaints processes such as:
  - Contractual Compliance
  - Bylaws mandated Accountability Mechanisms
  - Global Support Center
Who Can Submit a Complaint, How & What Happens

- **Who?**
  - External party submits a complaint to the Complaints Office
  - External party submits a complaint to ICANN org employee
    - ICANN org employee forwards to Complaints Office
  - ICANN org employee identifies an issue and alerts the Complaints Office

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

- **What?**
  - All complaints reviewed to determine if they’re within the Office’s scope
  - 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
  - If out of scope: complainant will be referred to appropriate complaints process
In–Scope Complaints (as of 2 October 2017)

- Overall In-Scope Complaints
  - Complaints received to date (18)
    - 4 – open
      - 4 Status = Evaluate and consider
    - 14 – closed

- Complaints by Department
  - Communications: 2/closed
  - Contractual Compliance: 2/open, 4/closed
  - Finance: 1/open
  - Global Domains Division: 1/open, 4/closed
  - Human Resources: 1/closed
  - Multistakeholder Strategy and Strategic Initiatives: 1/closed
  - Policy Development: 1/closed
  - Public Responsibility Support: 1/closed
### Out-of-Scope Complaints

(As of 30 September 2017)

- 495 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

<table>
<thead>
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<th>Type</th>
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<td>- ccTLD Issues</td>
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<td>- Contractual Compliance Ticket</td>
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<td>- Blank Complaint Submission</td>
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Early Observations

- **In-Scope**
  - Initial submissions have identified opportunities for ICANN to improve:
    - How we communicate process changes to the ICANN org that have multi-functional impact
    - Processes such as billing or certain contracted party transactions
  - Complaints create an opportunity for the ICANN org to learn, and think differently about how to solve the problem
  - ICANN org 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 org 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 org’s role, and what it can/cannot do for them
What’s Next

- Ticketing system
- Create Service Level Targets
- Standardize format for collecting information from ICANN org members
- Improve published report
  - Add brief description of each complaint
  - Identify what part of the world complaint comes from
  - Identify whether complainant is a user, registrant, contracted party, ICANN community member, etc.
- Semi-Annual report
  - 1 July – 31 December each year
  - 1 January – 30 June each year
Conversation with the ICANN Community

- What areas of opportunity do you see for the ICANN org?
- What would you like to see from the Complaints Office that would be particularly useful to the ICANN community?
- What feedback do you have regarding the Complaints Office webpages and/or report?
- How can the ICANN org and/or Complaints Office better support the ICANN 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:
  - 6 other UN languages: https://www.icann.org/complaints-office