




# ICANN OMBUDSMAN

Ombudsman 101



# Welcome

- Haere mai ki te Kaitiaki Mana Tangata
- What is an Ombudsman
- Who am I?

# Ombudsman

- Protector of the people
- Investigator
- Impartial
- Neutral
- Confidential

# Office of the ICANN Ombudsman

- The ICANN Ombudsman is:
  - Independent, impartial, neutral;
  - A reviewer of facts;
  - An investigator of complaints about unfairness;
  - An ADR practitioner
  - One of three ICANN ADR systems
    - Ombudsman
    - Reconsideration Committee
    - Independent Review Panel

# Ombudsman Value Statement

*The Values of this Office are:*

- *Confidentiality;*
- *Impartiality;*
- *and Independence.*
- *Professionalism;*
- *Respect for Diversity;*
- *Excellence in Ombudsmanship;*

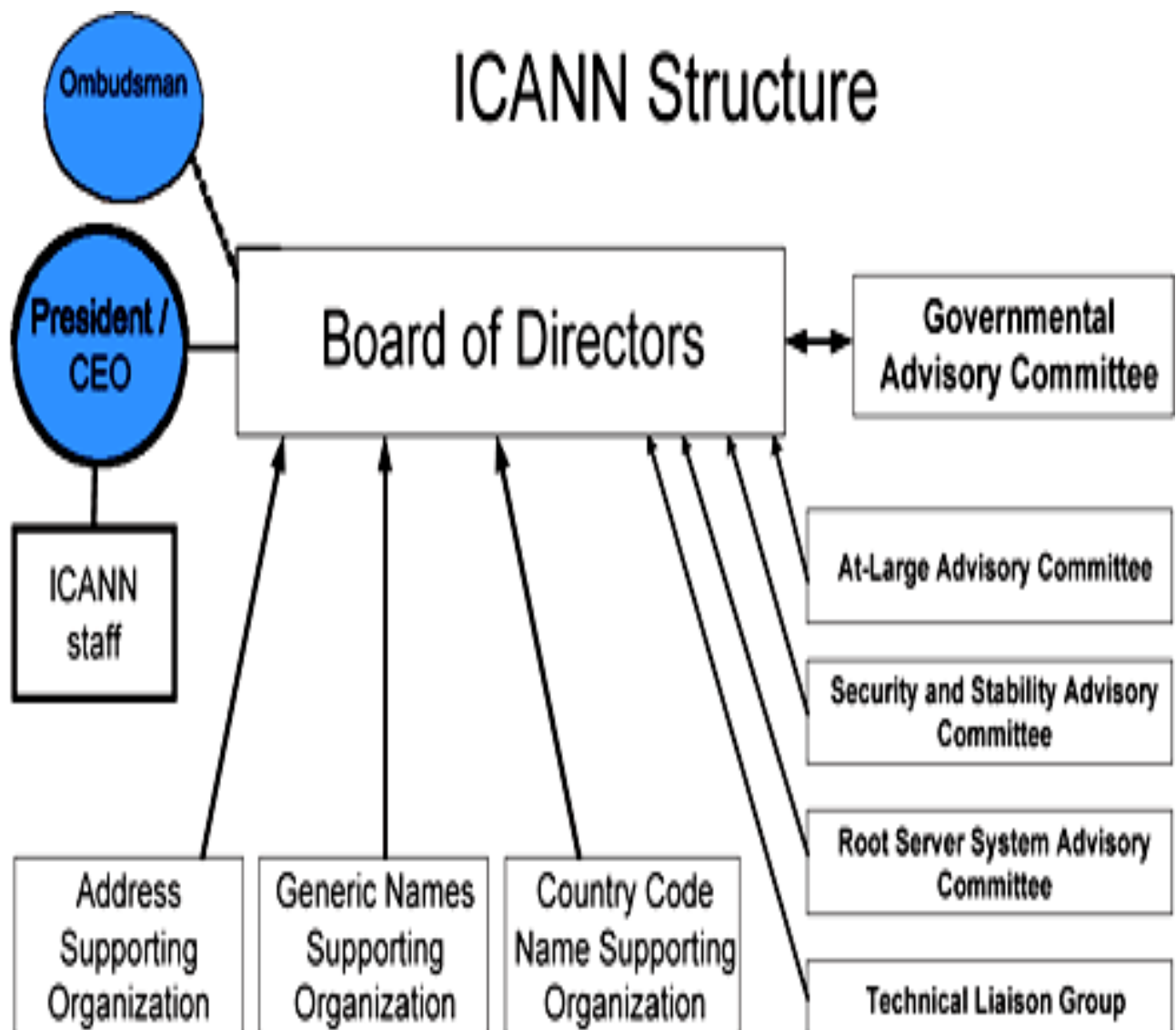
# ICANN Office of the Ombudsman

- Ombudsman's jurisdiction as defined by Bylaw V relates to actions, decisions, or inactions by ICANN staff, board, or supporting structures.
- Ombudsman's role is also to provide a single place for all consumer issues

# ICANN Office of the Ombudsman

- ICANN Ombudsman
- Office opened in 2004
- Dr Frank Fowlie
  - I was appointed as of July 2011;
  - Chris LaHatte of New Zealand;
  - Take authority from Bylaw V;
  - <http://www.icann.org/en/general/archive-bylaws/bylaws-28feb06.htm#V>
  - Sole practitioner office
    - 1/10<sup>th</sup> post for Adjunct.

# ICANN Office of the Ombudsman





# Office of the Ombudsman Website

<http://www.icann.org/en/ombudsman>

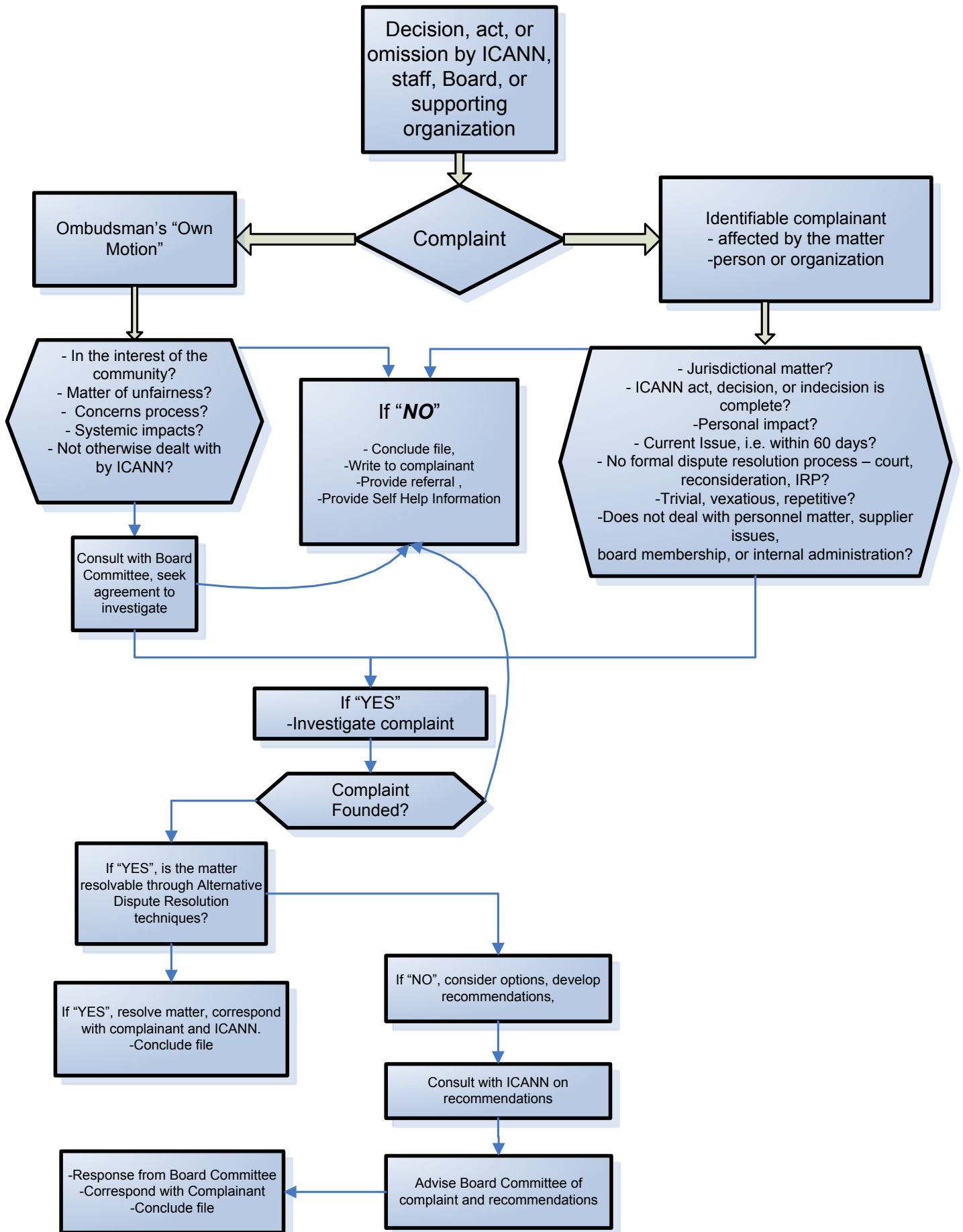
- Key elements:
  - Complaint form – Case Management system
  - Ombudsman Framework
  - Logic Model
  - News – Speeches
  - Self help FAQs

# What I can do

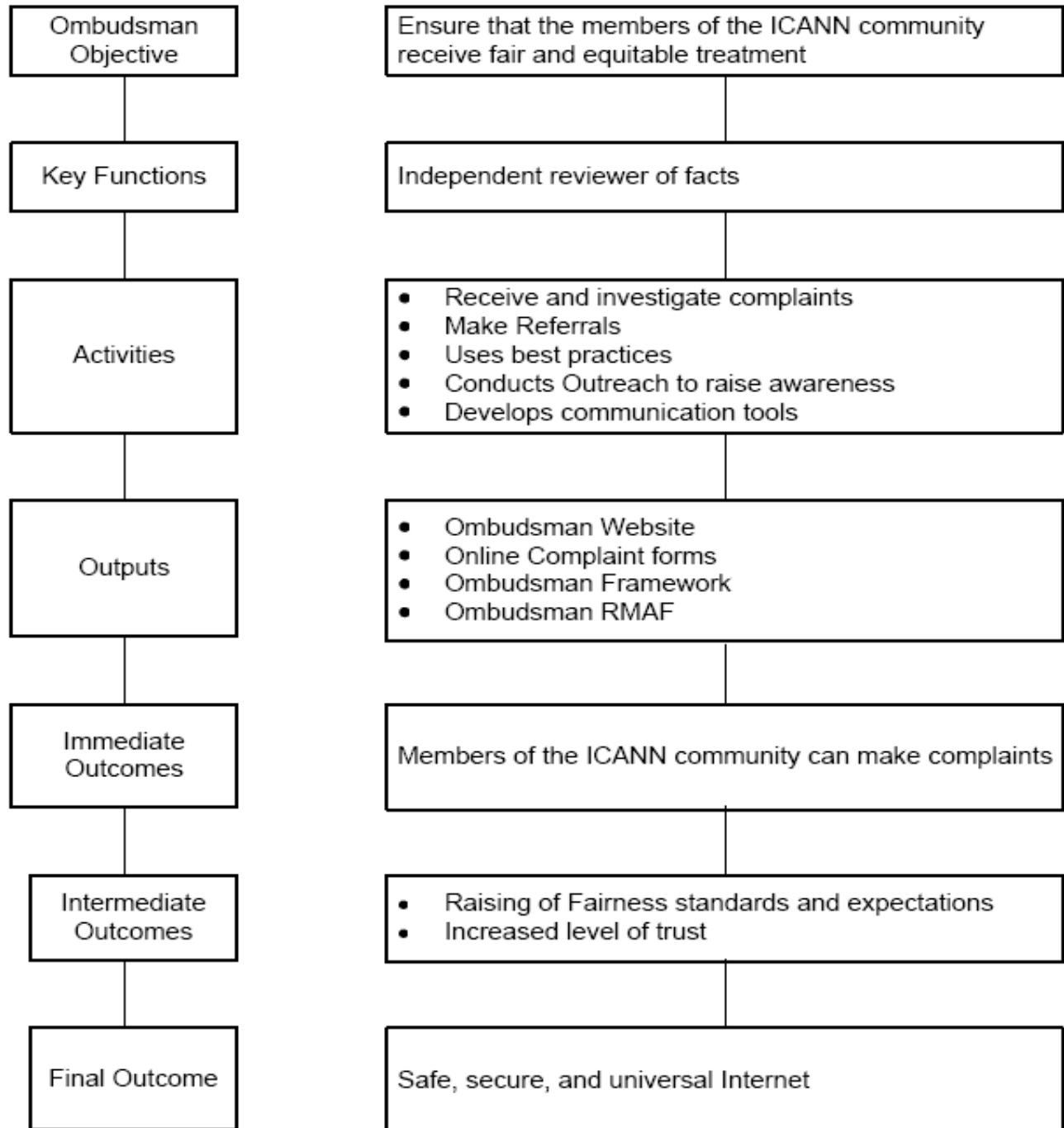
- The ICANN Ombudsman has jurisdiction over complaints about:
- Things done (or not done) by one or more members of ICANN staff Board or an ICANN constituent body.
- Things done (or not done) by the Board of Directors which may be inconsistent with the Articles or the Bylaws.

# What I cannot do

- Look at internal administrative matters;
- Investigate personnel issues;
- Look into issues relating to membership on the Board; nor
- Investigate vendor/supplier relationships



# Operating Model



# Office of the Ombudsman

- Questions?

# How to contact the Ombudsman

Chris LaHatte  
Ombudsman

The Internet Corporation for Assigned Names and  
Numbers (ICANN)  
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[ombudsman@icann.org](mailto:ombudsman@icann.org)

[www.icann.org/ombudsman/](http://www.icann.org/ombudsman/)

# Office of the Ombudsman

- Thank you
- Merci Beaucoup
- Kia ora