



ICANN
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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

- ⊙ 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

Type	Quantity
Other Complaints Process:	456
- Accountability Mechanisms	2
- ccTLD Issues	22
- Contractual Compliance Ticket	262
- Correspondence	3
- Legal	1
- Out of ICANN's Scope	166
Inquiry:	11
- Inquiry About Complaints Process	11
Blank:	28
- Blank Complaint Submission	28

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:
 - English: <https://www.icann.org/en/system/files/files/complaints-office-faqs-18may17-en.pdf>
 - 6 other UN languages: <https://www.icann.org/complaints-office>



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