

ICANN Contractual Compliance cannot process complaints about requests that have not been previously submitted to the relevant [registrar](#) or [registry operator](#). Therefore, prior to submitting a complaint concerning the disclosure of non-public Registration Data, please ensure you have first submitted to the relevant registrar or registry operator a request for access to non-public Registration Data on the basis of a legitimate interest not overridden by the interests or fundamental rights and freedoms of the Registered Name Holder or data subject pursuant to Article 6(1)(f) of the General Data Protection Regulation.

If you do not know who the sponsoring registrar of a specific domain name is, you may perform a search at <https://lookup.icann.org/>. The list of registry operators and their strings is at <https://www.icann.org/resources/pages/listing-2012-02-25-en>

Additionally, please ensure that the Registration Data associated with the domain names you are complaining about is in fact redacted per the [Temporary Specification for gTLD Registration Data](#) (the “Specification”) as opposed to, for example, a reflection of the domain name having been registered behind a privacy and/or proxy (P/P) service. A link to P/P obligations under the RAA is available [here](#). Complaints related to alleged non-compliance with these P/P obligations can be submitted [here](#).

When submitting a complaint related to a request for access to non-public Registration Data, please use the form available [here](#) and select “Abuse” as the type of complaint. Provide all available information requested in the form, specify if your complaint is against a registrar or registry operator, and enter all relevant details in the description of problem, e.g., registrar failed to respond or grant access to a request for non-public Registration Data.

Upon receiving your complaint, ICANN will provide you with any additional information or clarification pertinent to the case, will ask for copies of communications with the registrar or registry operator, as well as for confirmation of your permission to forward the complaint and relevant evidence to the registrar or registry operator, as needed, to address the complaint. If you require additional time to address this request, please reply via email with an extension request. When responding to ICANN, please provide records as attachments in .TXT, .PDF, or .DOC(X) format. For communications conducted over the telephone, provide any available details, such as date(s), telephone number(s), and a brief summary of the conversation(s).

Upon receiving the information and evidence requested to assess the complaint, ICANN will provide you with the ticket number assigned to your complaint and continue conducting any subsequent communication with you through this ticket.

Information about the process ICANN follows to address each complaint, including turnaround time, is available here <https://www.icann.org/resources/pages/approach-processes-2012-02-25-en>