On Fri, Feb 19, 2021 at 3:55 AM Krista Papac <complaints@complaints.icann.org> wrote:

>>>
>>> Dear Varun Kailey [REDACTED],
>>>>
>>> I am writing to confirm I am in receipt of the below message regarding
>>> the issue(s) you and your colleague experienced regarding ICANN org's
>>> handling of your registrar accreditation application(s). You were both sent
>>> separate messages relaying the same information, however I am combining my
>>> communication into one message and complaints case in order to centralize
>>> all of our communications regarding this matter.
>>>>
>>> I have begun researching your complaint and will work with the ICANN org
>>> team(s) responsible for this work area to draft a response to you and will
>>> provide status updates to you throughout the process. I plan to provide the
>>> next update to you no later than 11 March 2021.
>>>>
>>> In the below message, there is a link to the Complaints Office webpage (https://www.icann.org/complaints-office) where you can find more
>>> information about my function. That being said, here are some pointers on
information on the webpage that might be of interest to you. First, the
middle of the webpage contains a table of the high-level process I will
follow to handle your complaint. Essentially it says I will research your
complaint internally to determine what happened, I will make
recommendations (where appropriate) to ICANN org based on my findings, a
path forward will be determined, and I will provide you with a response
that explains my finding and the path forward. As the complaints process is
a transparent process, your complaint and my accompanying response will be
published on the Complaints Report webpage with the appropriate redactions-as noted below.

Second, the Complaints Office webpage contains a link to the Complaints
Report (https://www.icann.org/complaints-report) where previous
complaints and reports have been published, in case you are interested in
reviewing other complaints that have come before yours.

Additionally, I want to make sure you are aware of the Terms and
Conditions for Submission to the Complaints Office. They are noted at the
end of this message, but I’ve also copy/pasted them here:

*Submitted complaints will be handled in accordance with the ICANN
bylaws and the ICANN Privacy Policy. By submitting this document to
complaints@icann.org you acknowledge that the complaints process shall operate to the maximum extent feasible in an open
and transparent manner and consistent with procedures designed to ensure
fairness. Except as noted above, information you submit is subject to being
published on the ICANN website.*

Your complaint and accompanying response will be published in the
Complaints Office section of our website; see:
https://www.icann.org/complaints-office. Note, your contact information
will not be published but your name and organization name, if applicable,
will be.

Please let me know if you have questions and feel free to reach out to
me at any time by replying to this email.

Krista Papac
Complaints Officer
ICANN

Terms and Conditions for Submission to the Complaints Office
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website.

---------------- Original Message ----------------
*From:* complaints@icann.org
*Sent:* 2/16/2021 7:57 AM
Dear Varun Kafley,

Thank you for your recent email. In reviewing your message, ICANN org has identified that you have one or more complaints regarding the org’s handling of your registrar accreditation application(s). While ICANN org strives for operational excellence in all of the work it delivers, there is always potential for improvement. Therefore, in 2017 ICANN org established the Complaints Office as a formal mechanism for stakeholders who have concerns with: how a request has been handled, a process that appears to be broken, insufficient handling of an issue, or something that may be an indication of a systemic issue. Considering the complaint(s) outlined in your email regarding your experience with ICANN org’s registrar accreditation application process, we are notifying you that we have a Complaints Office if you wish to have your concerns further evaluated.

The complaints process is an ICANN org operational accountability mechanism that is both open and transparent. Below is a brief description of the ICANN org Complaints Office, and if you would like to read more information, such as an overview of the process or previously submitted complaints, please visit https://www.icann.org/complaints_office;

The Complaints Office is a function within the ICANN org that:

- Provides a centralized location to submit complaints related to the ICANN org.
- Receives complaints, researches them, collects facts, reviews, analyzes, and resolves issues as openly as possible.
- Helps the ICANN org build on its effectiveness, and contributes to increased transparency from the Org.
- Aggregates the data from complaints to identify and solve for operational trends that should be improved.

The Complaints Officer, Krista Papac, is copied on this email communication and will be reaching out to you to discuss your complaint(s) further, however please feel free to reach out to her directly at complaints@icann.org.
Hi,

Thank you for your reply.

It is really disappointing to receive automated email regarding your holiday. I have been waiting for your reply to my last email for long time but unfortunately it seems none of ICCAN delegates have to entertain us after getting the Payments.

We have incurred huge loss due to ICCAN response towards our effort and investment in the span of worse time of Pandemic "Covid 19".

We have worked around a year time to get everything that ICCAN had asked for for unfortunately we got very lame response from ICCAN. We have incurred huge loss and emotionally hurt.

It is my humble request, please give us the refund and if possible please give second thought towards our application.

Thanks & Regards

Varun Kafley
On Sat, 13 Feb 2021, 4:41 pm [name redacted] wrote:

Please note that ICANN's Los Angeles office is closed on Monday, 15 February for Presidents Day holiday. I will return on Tuesday, 16 February.

Thank you,