
ICANN Complaint Submission Template

1. Complainant information.

Please provide your name and contact information so someone from the Complaints Office can follow up with you regarding your complaint.

Note: ICANN will publish the Complainant's name on the Complaints pages at: <https://www.icann.org/complaints-office>. Complainant's address, email and phone number will not be published.

Name:

Organization (if applicable):

Postal Address:

Email:

Phone Number:

2. Short description of your complaint.

Please provide a short description of your complaint. Please limit your description to 25 words or less.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

3. Date(s) your complaint occurred.

Please provide the date, or dates, when the occurrence(s) driving this complaint occurred.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

4. Detailed description of your complaint.

Please provide a detailed explanation of the facts as you understand them and the reason(s) you believe something should be addressed by the ICANN Organization. Your description should include a chronology of what happened and when, who you were working with, if you received a resolution and, if applicable, why the resolution you received was insufficient. Include any references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint. Please limit your description to 1000 words or two-pages or less. Additional details and description may be requested later as appropriate.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

5. Please describe any steps you took to try and resolve the matter.

Please describe in detail any steps, if applicable, you took to try and resolve the matter. Please limit your response to 500 words or less.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

6. Please describe how you believe your complaint can be addressed by ICANN.

Please describe how you believe your complaint should be resolved by ICANN. Provide details in support of your proposed solution including but not limited to: references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

7. Please describe whether anyone else would be affected by circumstances leading to this complaint and how. Please also describe if anyone else could be affected by your proposed solution and how.

Please describe how the circumstances that led to you submitting this complaint may have adversely affected others, and how your proposed solution could affect others.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

8. Do you have additional documents you want to include with this complaint submission?

Please include additional, relevant documents with your submission. For any additional documents, please provide the filename and document description/purpose in the below text box.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

Terms and Conditions for Submission to the Complaints Office

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.