



29 May 2018

RE: Response to Complaint Regarding Handling of Travel Support

Olga Cavalli  
Via electronic mail

Dear Olga Cavalli,

Thank you for your submission. In your complaint (see: <https://www.icann.org/en/system/files/files/complaint-c-2018-00011-redacted-18mar18-en.pdf>) you explain that the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization) made a mistake regarding your hotel reservation dates for your attendance at ICANN's recent meeting in San Juan, Puerto Rico. I appreciate you bringing this to the attention of ICANN. I've researched this issue with various ICANN departments and worked with them to provide you with this response.

Following my research and internal discussions, my understanding of the process when ICANN provides financial support to community participants is:

- ⦿ ICANN Constituency Travel notifies those community participants who will be provided with financial support from ICANN. The notification includes what expenses ICANN will be responsible for, approved hotel check-in and check-out dates, various instructions for booking travel, and guidelines regarding approved expenses.
- ⦿ ICANN arranges funded traveler's hotel reservation check-in and check-out based on their approved dates of arrival and departure.
- ⦿ Funded travelers may request airfare for their desired travel dates through ICANN's Travel Management vendors' portal.
- ⦿ Funded travelers may extend their stay before or after their approved travel dates at their own expense.

In reviewing the materials submitted with your complaint and ICANN's internal records, I was unable to identify where ICANN made a mistake with your hotel reservation dates. My research found that the approved travel dates ICANN provided to you on 22 December 2017, and in subsequent communications, matched the hotel check-in and check-out dates that ICANN reserved for you. While I understand one subsequent communication contained check-in and check-out dates that were not readable, an updated message was quickly sent and restated the same approved travel dates communicated by ICANN Constituency Travel in all related communications. In reviewing the current process, I found it to be working, therefore no process improvements are being recommended at this time. It appears that this issue may have been caused by confusion and if that is the case, ICANN would appreciate any input or suggestions you have so we can determine if we are missing a process and/or communication improvement opportunity. The team will continue to monitor its processes and will make adjustments where warranted.

ICANN appreciates you taking the time to bring this information to our attention. We are committed to always working to increase our effectiveness and to provide additional transparency and accountability, all in service of ICANN's mission. I appreciate your continued

participation in the ICANN model, your contributions to helping the org work towards being its very best, and the opportunity to provide you with this information.

Kind regards,

Krista Papac  
Complaints Officer  
ICANN