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# Complaints Office

## Frequently Asked Questions

18 May 2017

### 1. WHAT IS THE COMPLAINTS OFFICE?

The Complaints Office is a newly established function within the ICANN Organization that will:

- Provide a centralized location to submit complaints related to the ICANN Organization.
- Receive complaints, research them, collect facts, and review, analyze and resolve issues as openly as possible.
- Help the ICANN Organization build on its effectiveness, and contribute to increased transparency from the Organization.
- Aggregate the data from complaints to identify and solve any operational trends that should be improved.

### 2. HOW WILL THIS IMPACT ME, AS A COMMUNITY PARTICIPANT?

This will offer you another venue for feedback to the ICANN Organization. This additional operational mechanism will supplement existing complaints processes and accountability mechanisms.

### 3. WHAT TYPES OF COMPLAINTS WILL THE COMPLAINTS OFFICE HANDLE?

The Complaints Office will handle complaints regarding the ICANN Organization and any that don't fall into an existing complaints mechanism. This may include complaints about processes, timing and accessibility of information, among other things.

Existing complaints processes, such as [Contractual Compliance](#), [Global Support](#) and [ICANN's Bylaws-mandated Accountability Mechanisms](#), remain the same and should continue to be used for complaints that are within their scope.

### 4. WHO CAN SUBMIT A COMPLAINT?

Anyone. The Complaints Officer will review all submitted complaints.

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## 5. HOW IS THE COMPLAINTS OFFICER DIFFERENT FROM THE OMBUDSMAN?

Herb Wayne, the Ombudsman, and Krista Papac, the Complaints Officer [published a blog](#) about their complementary yet distinct roles.

## 6. HOW DO I SUBMIT A COMPLAINT TO THE COMPLAINTS OFFICE?

Complaints should be submitted to [complaints@icann.org](mailto:complaints@icann.org). There is a form posted on the [Complaints Office page](#) of ICANN's website that people can use for guidance.

## 7. HOW WILL THE COMPLAINTS OFFICE WORK?

The Complaints Office will work closely with the organization and the ICANN community. We will focus on researching and reviewing verifiable information to ensure recommendations and resolutions are based in fact. We will be open and transparent, responsive, accountable to all parties, and make recommendations that are constructive and actionable. And, above all else, we will act with the utmost integrity in service of ICANN's mission.

## 8. WHAT IS THE PROCESS FOR RESEARCHING COMPLAINTS?

The process will be driven by the complaints we receive. We will share more information as we work through a few complaints and refine the process, but it will involve talking to relevant people, asking questions and listening to the responses to gain a clear understanding of the full picture.

## 9. WHAT IS THE EXPECTED TRANSPARENCY LEVEL?

The Complaints Office will be as open and transparent as possible, while respecting private and/or confidential information.

## 10. HOW WILL YOU REPORT ON COMPLAINTS?

We intend to regularly publish the complaints we receive, as well as the corresponding responses, while also respecting privacy and confidentiality. We will also provide a semi-annual report including observations, conclusions and an overall statistical analysis.

*This Frequently Asked Questions document will be updated from time-to-time to incorporate additional questions and feedback that is received.*