Office of the Ombudsman

Frank Fowlie, Ombudsman
Mar del Plata
April 7, 2005
The Values of this Office are:

Respect for Diversity;
Excellence in Ombudsmanship;
Professionalism;
Confidentiality;
Impartiality;
and Independence
Ombudsman Website

- www.icann.org/ombudsman/

- Key documents:
  - Ombudsman Framework
  - Results Based Management Accountability Framework (RMAF)
Ombudsman Website

• **Key tools:**
  – Complaint form
  – Ask the Ombudsman FAQ’s
  – Email
Contacts by month

Dec-04: 10
Jan-05: 12
Feb-05: 22
Mar-05: 19
Apr-05: 7
Contacts by Country

- USA: 35
- Canada: 11
- UK: 8
- Unknown: 6
- Spain: 3
- India: 2
- France: 1
- Israel: 1
- Malaysia: 1
- Mexico: 1
- Namibia: 1
- Netherlands: 1
- South Africa: 1

Legend:
- USA
- Canada
- UK
- Unknown
- Spain
- India
- France
- Israel
- Malaysia
- Mexico
- Namibia
- Netherlands
- South Africa
Gracias
Thank you
Merci