Inform Resolution Process

Reporter

Submit complaint

Intake Systems

Audit results

Review

Contractual scope?

Yes

Send notice/inquiry

Analyze response

Update record

Check other Compliance areas

Issue cured?

No 3rd loop?

Yes

End

Inform

Compliance Enforcement

ICANN Internal

Inform on 3rd Notice

Response?

Yes

No

Contracted Party

DAY ONE

PHASE ONE

PHASE TWO: UP TO 3 LOOPS

BREAK

First loop: Email
Second loop: Email + Call
Third loop: Email + Call + Fax