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: 34
Canada: 11
UK: 8
Unknown: 6
Spain: 3
India: 2
France: 1
Israel: 1
Malaysia: 1
Mexico: 1
Namibia: 1
Netherlands: 1
Gracias
Thank you
Merci