



Office of the ICANN Ombudsman

The Ombuds is an independent, impartial and neutral officer of ICANN.

The Ombuds acts as an Alternative Dispute Resolution (ADR) office for the ICANN community who may wish to lodge a complaint about a staff or Board decision, action or inaction. The purpose is to ensure that the ICANN community is treated fairly. The Ombuds is impartial and seeks to resolve complaints about unfair treatment by using ADR techniques such as mediation.



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OFFICE OF THE ICANN
OMBUDSMAN
Creating Dialogue. Affirming Fairness.

Email:

✉ ombudsman@icann.org

Website:

🌐 icann.org/ombudsman

Social Media:

🐦 [@ICANNOmbudsman](https://twitter.com/ICANNOmbudsman)

📘 facebook.com/ICANNOmbudsman

About ICANN

ICANN's mission is to help ensure a stable, secure and unified global Internet. To reach another person on the Internet, you have to type an address into your computer or other device – a name or a number. That address has to be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation and a community with participants from all over the world. For more information, please visit: www.icann.org.



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What the Ombudsman can do:

The ICANN Ombuds has jurisdiction over complaints about:

- ✓ Decisions, actions or inactions by one or more members of ICANN staff;
- ✓ Decisions, actions or inactions by the Board of Directors which may be inconsistent with the Articles of Incorporation or the Bylaws; and
- ✓ Unfair treatment of any member by the ICANN community by ICANN staff, Board or an ICANN constituent body.

What the Ombuds cannot do:

- ✗ Look at internal administrative matters;
- ✗ Investigate personnel issues;
- ✗ Look into issues relating to membership on the Board; nor
- ✗ Investigate vendor/supplier relationships.

Powers of the Ombuds:

The Ombuds does not have the power to make, change or set aside a policy, administrative or Board decision, act or omission. The Ombuds does have the power to investigate these events, and to use ADR techniques to resolve them.

THE VALUES OF THIS OFFICE ARE:

Independence:

The Office of the Ombudsman, in order to remain an impartial officer, will be independent of the normal ICANN structures.

Impartiality:

In every situation, the Office of the Ombudsman will receive information from the community with no predisposed idea as to the outcome of the ADR process, and without favoring any party in the process.

Confidentiality:

All parties who bring information to the attention of the Ombuds, both within the community and ICANN, should feel assured the information will be held in confidence, except when it is necessary to help resolve the complaint.

Professionalism:

The Ombuds, in conducting his or her duties, will maintain and exemplify the highest standards of professional conduct, and respect for human dignity.

Respect for Diversity:

The Office of the Ombudsman recognizes and honors the fact that members of the ICANN community come from across the globe. This diversity means that the Office of the Ombudsman will respect that different cultures view disputes and conflict through different lenses. The Ombuds will always be open to learning about cultural differences in responding to disputes and conflicts.

Excellence in Ombudsship:

The Office of the Ombudsman will strive to be a leader by modeling and promoting fairness, equality, clarity, innovation and by providing assistance to ICANN and the community in developing an awareness of the Ombuds role. The Ombuds will also strive to ensure that ICANN's Office of the Ombudsman is regarded as an institution of excellence in the peer community, such as the Ombuds Association, the United States Ombuds Association and the Forum of Canadian Ombudsmen. The Ombuds will develop deeper relationships with Ombuds forums in other regions of the world in the future to reflect the global nature of ICANN's constituency.

ICANN EXPECTED STANDARDS OF BEHAVIOR (26 June 2016)

Those who take part in ICANN's multistakeholder process, including Board, staff and all those involved in Supporting Organization and Advisory Committee councils, undertake to:

Act in accordance with ICANN's Bylaws. In particular, participants undertake to act within the mission of ICANN and in the spirit of the values contained in the Bylaws.

Adhere to ICANN's conflict of interest policies.

Treat all members of the ICANN community equally, irrespective of nationality, gender, racial or ethnic origin, religion or beliefs, disability, age or sexual orientation; members of the ICANN community should treat each other with civility both face-to-face and online.

Respect all members of the ICANN community equally and behave according to professional standards and demonstrate appropriate behavior. ICANN strives to create and maintain an environment in which people of many different backgrounds and cultures are treated with dignity, decency and respect. Specifically, participants in the ICANN process must not engage in any type of harassment. Generally, harassment is considered unwelcome hostile or intimidating behavior – in particular, speech or behavior that is sexually aggressive or intimidates based on attributes such as race, gender, ethnicity, religion, age, color, national origin, ancestry, disability or medical condition, sexual orientation or gender identity.

Act in a reasonable, objective and informed manner when participating in policy development and decision-making processes. This includes regularly attending all scheduled meetings and exercising independent judgment based solely on what is in the overall best interest of Internet users and the stability and security of the Internet's system of unique identifiers, irrespective of personal interests and the interests of the entity to which individuals might owe their appointment.

Listen to the views of all stakeholders when considering policy issues. ICANN is a unique multistakeholder environment. Those who take part in the ICANN process must acknowledge the importance of all stakeholders and seek to understand their points of view.

Work to build consensus with other stakeholders in order to find solutions to the issues that fall within the areas of ICANN's responsibility. The ICANN model is based on a bottom-up, consensus-driven approach to policy development. Those who take part in the ICANN process must take responsibility for ensuring the success of the model by trying to build consensus with other participants.

Facilitate transparency and openness when participating in policy development and decision-making processes.

Support the maintenance of robust mechanisms for public input, accountability, and transparency so as to ensure that policy development and decision-making processes will reflect the public interest and be accountable to all stakeholders.

Conduct themselves in accordance with ICANN policies.

Protect the organization's assets and ensure their efficient and effective use.

Act fairly and in good faith with other participants in the ICANN process.

Promote ethical and responsible behavior. Ethics and integrity are essential, and ICANN expects all stakeholders to behave in a responsible and principled way.

The original and authoritative text (in English) may be found at: icann.org/resources/pages/expected-standards-2016-06-28-en