




ICANN OMBUDSMAN

Ombudsman 101



Welcome

- Haere mai ki te Kaitiaki Mana Tangata
- What is an Ombudsman
- Who am I?

Ombudsman

- Protector of the people
- Advocate for Fairness
- Consumer protector
- Symbol of good governance
- Referee/mediator

Office of the ICANN Ombudsman

- The ICANN Ombudsman is:
 - Independent, impartial, neutral;
 - A reviewer of facts;
 - An investigator of complaints about unfairness;
 - An Alternative Dispute Resolution practitioner/mediator
 - One of three ICANN Dispute Resolution systems
 - Ombudsman
 - Reconsideration Committee
 - Independent Review Panel

Ombudsman Value Statement

The Values of this Office are:

- *Confidentiality;*
- *Impartiality;*
- *and Independence.*
- *Professionalism;*
- *Respect for Diversity;*
- *Excellence in Ombudsmanship;*

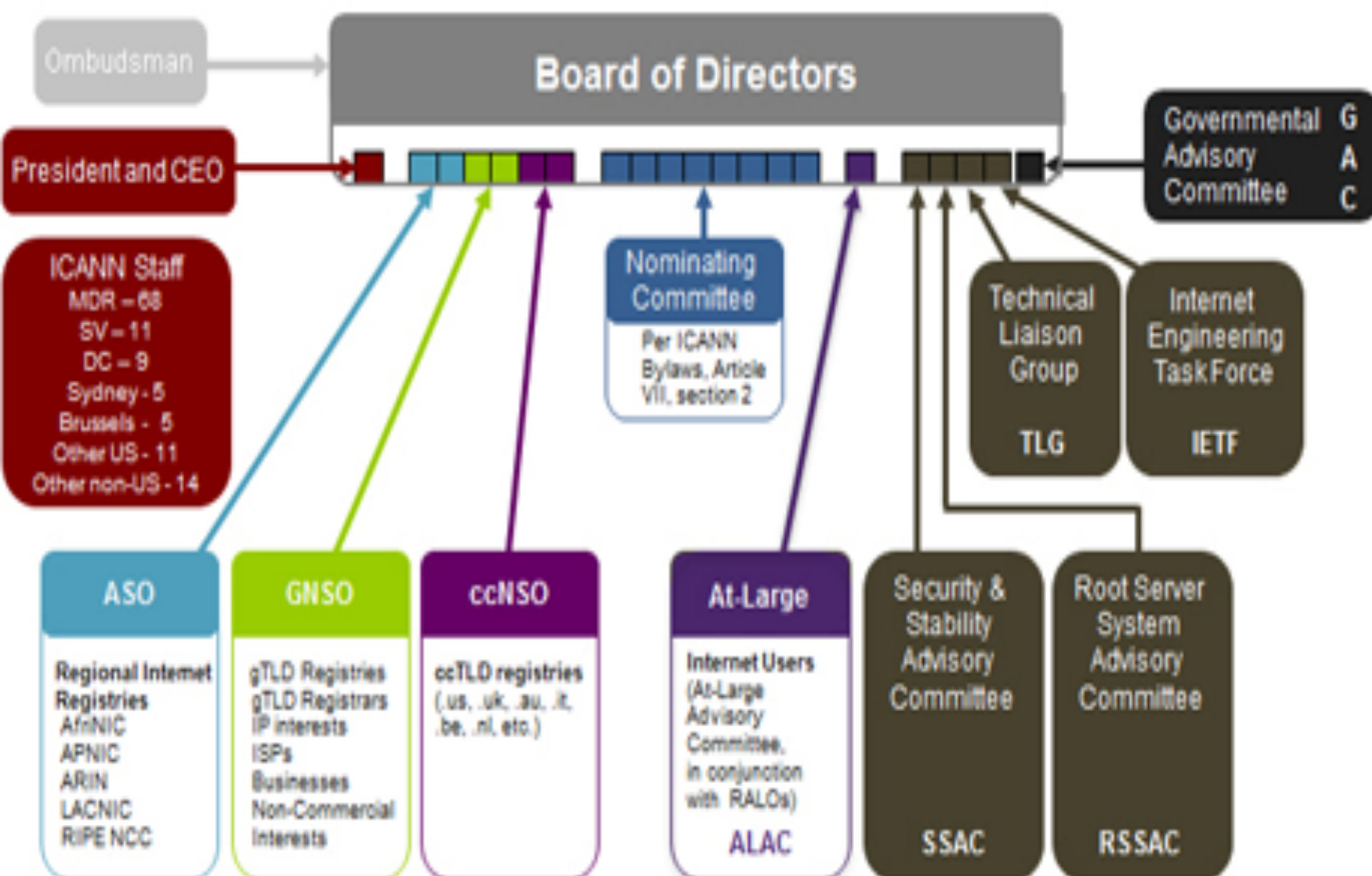
ICANN Office of the Ombudsman

- Ombudsman's power as defined by Bylaw V relates to **actions, decisions, or inactions by ICANN staff, board, or supporting structures.**
- Ombudsman's role is also to provide a single place for all consumer issues

ICANN Office of the Ombudsman

- ICANN Ombudsman
- Began in 2004
- First Ombudsman Dr Frank Fowlie from Canada
- Current Ombudsman Chris LaHatte of New Zealand;
 - I was appointed as of July 2011;
 - Take authority from Bylaw V;
 - <http://www.icann.org/en/general/archive-bylaws/bylaws-28feb06.htm#V>
 - Sole practitioner office
 - 1/10th post for Adjunct Herb Waye

ICANN Multi-Stakeholder Model



Office of the Ombudsman Website

<http://www.icann.org/en/ombudsman>

- Key elements:

- Complaint form – Case Management system
 - Ombudsman Framework
 - Logic Model
 - News – Speeches
 - FAQs
- Blog <https://omblog.icann.org/>
 - Facebook <http://www.facebook.com/ICANNOmbudsman>

What I can do

- The ICANN Ombudsman has jurisdiction over complaints about:
- Things done (or not done) by one or more members of ICANN staff Board or an ICANN constituent body.
- Things done (or not done) by the Board of Directors which may be inconsistent with the Articles or the Bylaws.

What I cannot do

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

How to make a Complaint

- Complaint form <https://omb.icann.org/portal/complaint.php>
- Email ombudsman@icann.org
- Letter
- Come and see me at an ICANN meeting

COMPLAINT FORM

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Internet Corporation for Assigned Names and Numbers

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SeeMore: ICANN Ombudsman Online Complaint Resolution

Ombudsman Complaint Form

Items marked * are required

* Language

Please note: If writing in a language other than English the process may be delayed due to translation. If you selected "Other", please specify the language in the textarea below, for your comments.

* First Name

* Last Name

Address

Country

Phone

Fax

* Email

* Incident Date

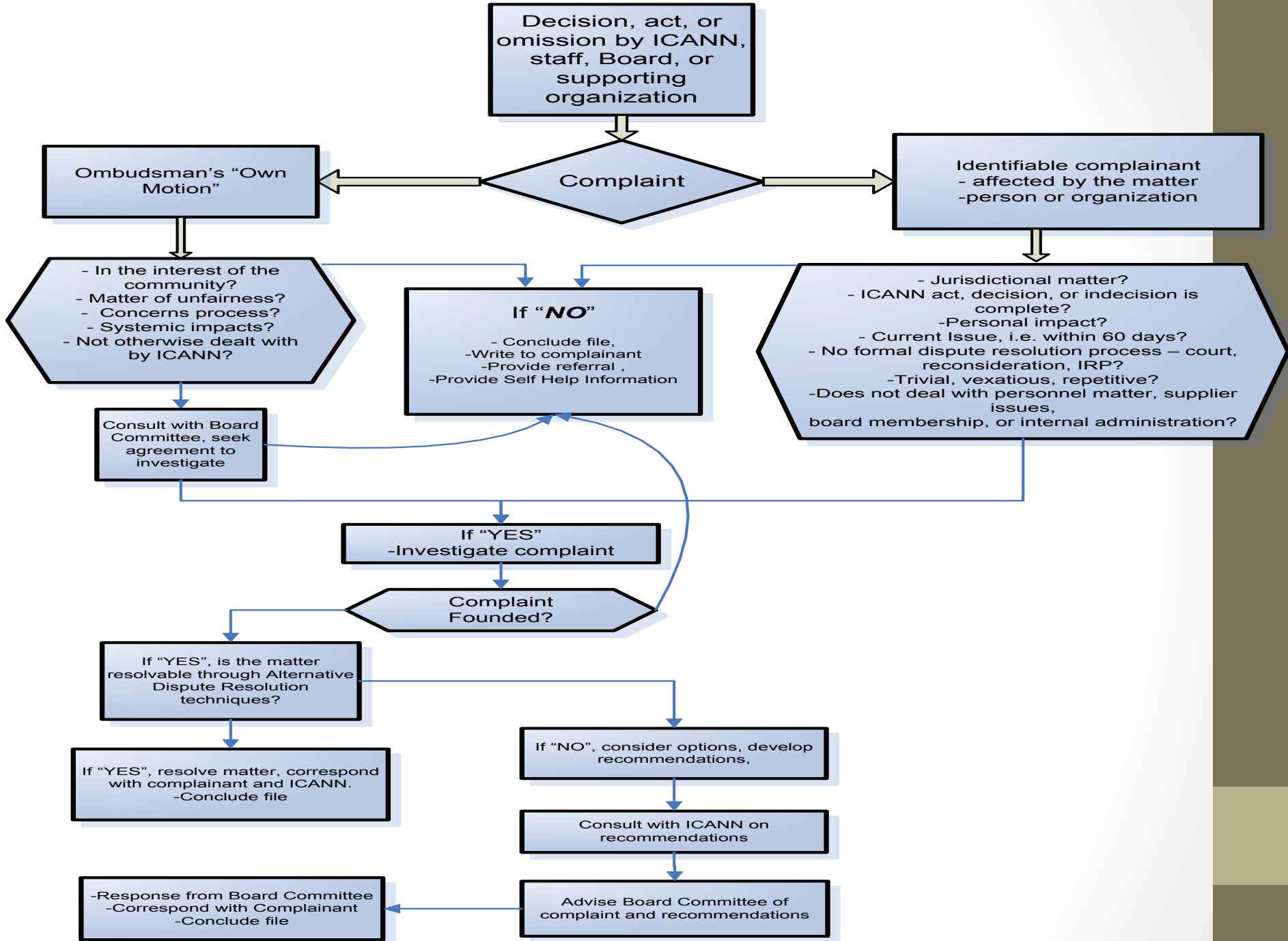
Registry

Registrar

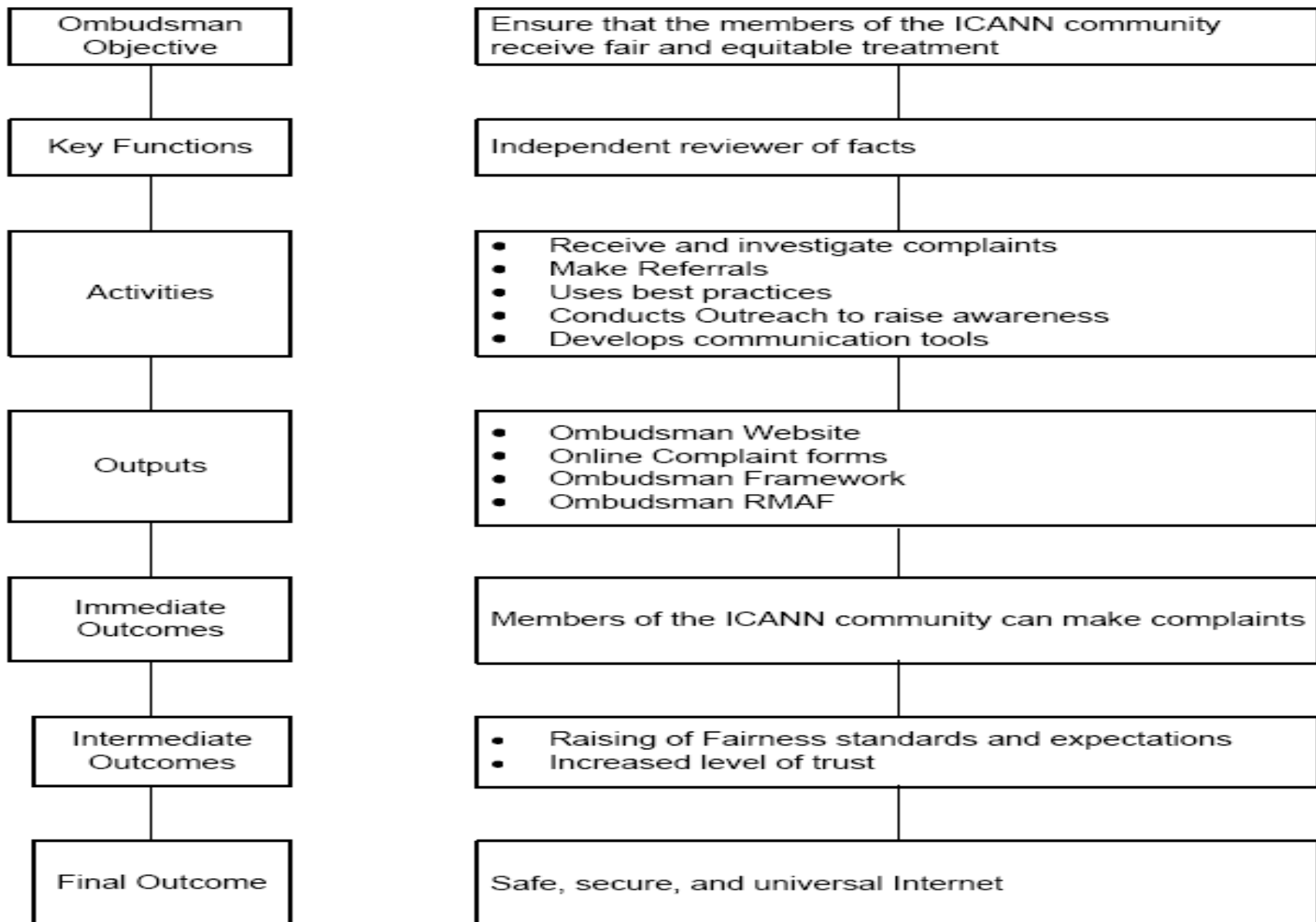
Domain

* Description of act, omission or decision

Please describe how this ICANN issue impacts you



Operating Model



Office of the Ombudsman

- Questions?

How to contact the Ombudsman

Chris LaHatte
Ombudsman

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Office of the Ombudsman

- Thank you
- Děkuji
- Kia ora