'Ello, I wish to register a complaint
Escalation procedure

IANA-Related Issue Escalation Procedure

This document provides the external escalation process for IANA-related issues and when initiating escalation is appropriate. Summarizing, this document suggests escalating requests when one or more of the following conditions hold:

- IANA has not processed a request in 1.5 times the average processing time of similar requests as documented on IANA's request statistics pages and has not provided reasonable justification for the delays.
- IANA has refused to process the request for reasons the requestor feel are inappropriate or in error.
- When the requestor feels subject to unfair biases or inappropriate actions on the part of IANA.

The escalation steps described in this document are:

1. Initiate an Escalation Request
2. Communicate directly with responsible IANA staff.
3. Contact the IANA Operations Manager.
4. Contact the IANA General Manager.
5. Contact the ICANN President and CEO.
6. Contact the ICANN Ombudsmen

With the escalation steps documented here, IANA aims to provide a process to address issues with IANA request processing prior to those issues damaging the relationship between IANA and the communities it serves.

Introduction

The IANA's many stakeholders rely on timely responses, appropriate handling of specific requests, and proficient management of IANA's overall responsibilities. When a stakeholder perceives a request for IANA service is not being handled in a timely, reasonable, and/or responsible fashion, the stakeholder should have
Public comment process

A vital element in ICANN's processes is the opportunity for public comment on each substantial piece of work before it is considered for approval. This page contains summary data for topics that are currently OPEN (Last-in-First sequence) with links to relevant announcements, documents, comment locations, and reference sources that can provide fuller descriptions and background information where applicable.

Each public comment topic (opened from 1 January 2012) is subject to a Comment and a Reply period as follows:

- The official minimum Comment period is 21 days.
- The official minimum Reply period is 21 days.
- If no substantive comments are received during the Comment period, then there will be no Reply period.
- During the Reply period, participants should address previous comments submitted; new posts...
Welcome to the home page of the ICANN Ombudsman!

What is an Ombudsman?

An ombudsman (conventional English plural: ombudsmen) is a person who acts as a trusted intermediary between an organization and some internal or external constituency while representing not only but mostly the broad scope of constituent interests. An indigenous Danish, Norwegian, and Swedish term, Ombudsman is etymologically rooted in the Old Norse word umboðsmannr,
Chris LaHatte

Internet Corporation for Assigned Names and Numbers

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About Chris LaHatte
Barrister LLB M Mgt (Dispute Resolution) FAMINZ (Mediation/Arbitration)

Chris is the ICANN Ombudsman and reports directly to the ICANN Board. He is available to the ICANN Community for complaints about delay and unfairness between ICANN and the supporting organisations. His background is as a lawyer in New Zealand and overseas, and as a mediator and dispute resolution specialist. He has a passion for solving problems by empowering the parties to reach their own negotiated agreements. His door and email and phone are always open to any in the ICANN community.

Chris has a diverse legal background and has appeared in all levels of courts and tribunals in New Zealand. He has had a number of cases reported in New Zealand law reports and is recognised as very experienced in a number of areas including insolvency litigation. He has undertaken criminal jury trials and criminal appeals to the Court of Appeal in New Zealand.
Thank You
Questions