

ICANN OMBUDSMAN

Ombudsman 101



Welcome

Haere mai ki te Kaitiaki Mana Tangata

What is an Ombudsman

Who am I?



History of the Ombudsman

Office opened in 2004

Chris LaHatte of New Zealand
I was appointed July 2011
Sole practitioner office
1/10th post for Adjunct Herb Waye



An Ombudsman is-

Protector of the people
Investigator
Impartial
Neutral
Confidential



What I Do As Ombudsman

The ICANN Ombudsman is:

- An investigator of complaints about unfairness
- A reviewer of facts
- An Alternative Dispute
 Resolution practitioner
- One of three ICANN ADR systems
 - Reconsideration Committee
 - Independent Review Panel



Ombudsman Value Statement

The Values of this Office are:

Confidentiality

Impartiality

Independence.

Professionalism

Respect for Diversity

Excellence in Ombudsmanship



Ombudsman Role

Ombudsman's jurisdiction in Bylaw V is for 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

Symbol of good governance



Ombudsman

President and CEO

ICANN staff

ASO

- Regional Internet Registries
- AfriNIC LACNIC
- APNIC RIPE NCC
- ARIN

GNSO

- gTLD registries
- gTLD registrars
- IP interests
- ISPs
- Businesses
- Non-commercial interests
- Not-for-Profit Operational Concerns

Board of Directors

Nominating Committee

 Per ICANN Bylaws, Article VII, section 2

At-Large

Internet users;
 At-Large Advisory
 Committee, in
 conjunction with
 RALOs (ALAC)

ccNSO

ccTLD regristries

 (.us, .uk, .au, .it, .be,
 .nl, etc.)

Internet Engineering
Task Force (IETF)

Technical Liaison Group (TLG)

Root Server System
Advisory Committee
(RSSAC)

Security and Stability Advisory Committee (SSAC)

Governmental Advisory
Committee (GAC)

Examples of Complaints

I was at a meeting of and comments were made which were disrespectful and sexist,

One World

One Internet

I have been waiting for a decision about membership of a supporting organisation but there is delay/I have been refused

I rang the office of ICANN, but the person I spoke to was rude to me and did not listen to my problem

The policy adopted on an issue is unfair to me I have been waiting for ICANN to refund money



Own Motion Investigations

In the Communities Interests?

Systematic unfairness?

Process concerns?

Not being dealt with by ICANN?

Report to Board, seek agreement to investigate



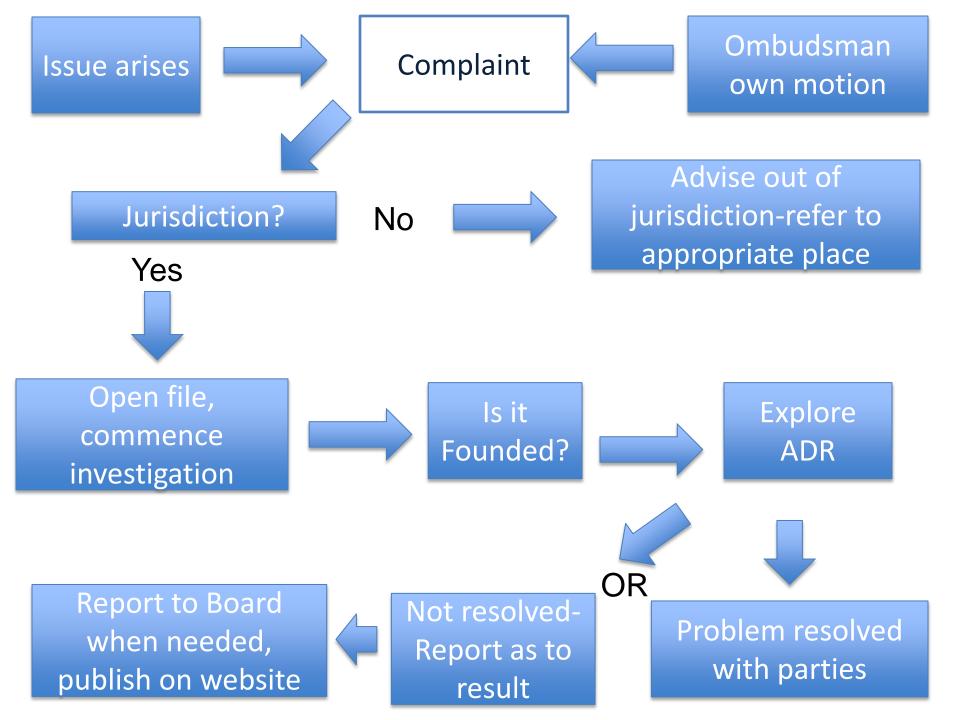
What I Cannot do



Look at internal administrative matters

Investigate personnel issues
Look into issues relating to
membership on the Board
Investigate vendor/supplier
relationships





Useful Links

Ombudsman Home Page

One World http://www.icann.org/en/help/ombudsman

Page to lodge Complaint

One Internation in the Internati

Ombudsman Blog

http://omblog.icann.org/



Summary

Theory and practice

Why you need to know me

Symbol of Office

Conscience of ICANN



Contact Details



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Thank You Kia ora



Questions?

