

ICANN | GNSO

Generic Names Supporting Organization

Name: Council Committee for Overseeing and Implementing Continuous Improvement (CCOICI)

Section I: Standing Committee Identification

Chartering Organization(s):	Generic Names Supporting Organization (GNSO) Council	
Charter Approval Date:	TBD	
Name of Standing Committee Chair:	See roster on community wiki	
Name(s) of Appointed Liaison(s):	See roster on community wiki	
Standing Committee Workspace URL:	Council Committee for Overseeing and Implementing Continuous Improvement	
Standing Committee Mailing List:	Mailing list archives	
GNSO Council Resolution:	Title:	Adoption of the Council Committee for Overseeing and Implementing Continuous Improvement (CCOICI) Charter
	Ref # & Link:	TBD
Important Document Links:	Procedural Documents: <ul style="list-style-type: none">• GNSO Framework for Continuous Improvement Report (archive)• GNSO Working Group Guidelines• Expectations for Working Group Leaders & Skills Checklist• GNSO Operating Procedures	

Section II: Mission, Objectives, and Deliverables

Mission & Scope:

Background

Given the demands for improvements to be implemented out of the PDP3.0 and the GNSO Council Strategic Planning Sessions (SPS), along with forward recognition of the implementation of ATRT3's

Recommendation 3.6¹, the GNSO Council [resolved](#) on 16 June 2021 to adopt the [CCOICI Framework](#) (last updated 29 June 2021) as a pilot, assigning the following assigned tasks:

- 1) GNSO Working Group (WG) Self-Assessment Requirements;
- 2) GNSO Statement of Interest (SOI) Requirements; and
- 3) Assessment of Accountability Work Stream 2 (WS2) Requirements.

To conclude the pilot, the CCOICI administered a [survey](#) to all relevant GNSO stakeholders in early 2024, receiving broad agreement from the community that CCOICI and its Task Forces should continue their work. CCOICI and its Task Forces were considered suitable mechanisms for working on continuous improvements for the GNSO Council and the GNSO.

This charter is developed to conclude the pilot and make CCOICI a permanent standing committee.

Mission

The Council Committee for Overseeing and Implementing Continuous Improvement (hereafter “CCOICI”) is convened by the GNSO Council (hereafter “Council”) as a permanent committee to allow for execution of continuous improvement related projects that are focused on the GNSO’s structural, procedural, and process improvements to the Policy Development Process (PDP)². Notably, this work affects the GNSO community more broadly and not limited to that of the Council. The work will be carried out through this standing committee and dedicated Task Forces (hereafter “TF”) populated by the Councilors and representatives of each Stakeholder Group (SG) and Constituency (C) (hereafter “SG/C”).

Scope

Considering that this is a permanent standing committee, the specific scope of work across the varying projects that the CCOICI and TFs will execute will not be overly prescribed within this charter, as to avoid frequent edits and subsequent approvals. As new projects and/or assignments are distributed and in due course, completed, they will be managed via the GNSO’s Program Management Tool Suite (PMT). Current and planned projects along with any information on the prioritization of assignments, will be maintained and managed [here](#). **[to be deleted before approved publication and inventory of project backlog - temporary [parking lot](#)]**

As noted in the mission statement above, the CCOICI and TFs focus will be on continuous improvements of existing processes and procedures. Previous efforts were initiated by the Council, while other changes were accomplished through Organizational Reviews anchored in Article 4.4. of the [ICANN Bylaws](#). They assessed:

- (i) whether that organization, council or committee has a continuing purpose in the ICANN structure;*
- (ii) if so, whether any change in structure or operations is desirable to improve its effectiveness;*
- (iii) whether that organization, council or committee is accountable to its constituencies, stakeholder groups, organizations and other stakeholders.*

¹ “ICANN org shall work with each SO, AC, and the NC (Nominating Committee) to establish a Continuous Improvement Program. Such a Continuous Improvement Program shall have a common base between all SOs, ACs, and the NC but will also allow for customization so as to best meet the needs of each individual SO, AC, and NC.” ([ATRT3 Final Report](#))

² [Annex A](#) of ICANN Bylaws, “Annex A: GNSO Policy Development Process”

As the ICANN community evolves towards a larger continuous improvement program, the GNSO's CCOICI and its TFs will be heavily involved in these efforts. While broad, GNSO project assignments will be limited to any processes and procedures that would have a GNSO-wide impact only. GNSO-specific projects will involve assessing and executing projects ensuring the GNSO fulfills its purpose, operates effectively and efficiently, while being accountable among its constituent parts. Provided below is a non-exhaustive list outlining prior and possible future projects that can be a useful reference for determining the scope of projects for the CCOICI and its TFs:

- Implementation of Organization Reviews ([GNSO1](#), [GNSO2](#), [SCI](#))
- Policy & Implementation [WG](#); [PDP3.0](#)
- CCOICI Pilot assignments: [WS2](#), [#4](#), [#6](#)
- Board Readiness Recommendations [small team](#)
- Continuous Improvement assessment periods
- Future organizational review related activities
- Future improvements related to the policy development process
- Future improvements to implementation of consensus policies

Any projects or topics that would fall within the scope of policy development on existing or new consensus policies are NOT within the remit of the CCOICI or any TFs and must be dealt with through a Council approved PDP. However, projects or topics that have as their objective to improve the processes and/or procedures that form the basis of the GNSO PDP are not excluded.

For avoidance of doubt, all assignments of the CCOICI and TFs shall be first approved by the Council. Subsequently, any outcomes of the CCOICI and TFs' project related work will be sent to the Council for their consideration and follow-up actions, if any.

Objectives & Goals:

The objective of the CCOICI and its TFs is to execute a continuous improvement program that aims to improve the GNSO's process and procedures over time through gradual changes. The goal is to achieve measurable improvements in the efficiency, effectiveness, performance, outcomes, accountability, transparency, and other indicators of quality for the GNSO.

Deliverables & Timeframes:

Each CCOICI or TF project assignment will, at minimum, use the small team assignment [form](#), task force assignment [form](#), or full [charter](#) that will be determined in the initial scope phase of the assignment. This first deliverable and subsequent confirmation to initiate the project will be deployed in the GNSO's PMT to track progress and status through to conclusion. Should projects experience delays to committed milestone dates, see the section below on Status Reporting.

All project deliverables will, at a minimum, require a comprehensive report of deliberations and proposed recommendations, if any, based on the GNSO [templates](#) and delivered to the Council for its consideration. Outcomes that do not achieve consensus will also be delivered for review and archived as part of the permanent record.

Section III: Formation, Membership, and Staffing

CCOICI Membership Structure and Criteria:

Formation

CCOICI is a standing committee sponsored by the Council.

Membership Structure

CCOICI is a representative model. All members will serve in representative capacity, where applicable, and as such, be responsible for consulting with their respective groups on a regular basis.

Role definitions:

- **Members:** Members are expected to participate during the course of deliberations and in any consensus calls. Members are expected to represent the view of their appointing organization, and may be called on to provide the official position of their appointing organization.
- **Board Liaisons:** GNSO Board Liaisons are expected to act as a conduit between the Board and the CCOICI, remaining informed of CCOICI activities and outcomes to keep the Board informed of the project developments. On occasion, they may be invited to brief the CCOICI on matters related to the GNSO's continuous improvement. Board Liaison participation will be governed by the [Board Liaison Guidelines](#)..
- **Observers:** Anyone interested may join as an observer. However, this charter is specifically listing key leadership roles across the GNSO to ensure they are informed of the CCOICI activities. Observers are provided with read-only access to the mailing list and are not invited to attend meetings.

The CCOICI shall consist of a total of 20 Members, 2 Liaisons, and 10 Observers³:

- A maximum of two members from each Constituency or Stakeholder Group⁴ (14)
- One Council member from the Registrar Stakeholder Group (RrSG) (1)
- One Council member from the Registry Stakeholder Group (RySG) (1)
- One Council member from the Commercial Stakeholder Group (CSG) (1)
- One Council member from the Non-Commercial Stakeholder Group (NCSG) (1)
- One Council NomCom Appointee (NCA) from each house (2)
- Two GNSO Board Liaisons
 - One CPH Board seat #13 (1)
 - One NCPH Board seat #14 (1)
- Ten Observers:
 - One Council Chair (1)
 - One Council NomCom Appointee, non-voting (1)

³ Observers will be added to the CCOICI mailing list for awareness of CCOICI activities. Observers may join CCOICI meetings as their time allows or to provide insights based on their role. Observers will not be a part of any consensus calls.

⁴ For clarity, a Stakeholder Group may decide to assign representatives at the Stakeholder Group level OR the constituency level, if applicable, but not both.

- One Chair from each Constituency or Stakeholder Group⁵ (8)

Members that are not a part of the Council will not have terms. Councilors, Observers, and Liaisons will turn-over naturally as their terms, defined in the ICANN Bylaws, conclude and are replaced by new representatives. However, SG/Cs who nominate members to participate should frequently assess and refresh their designated representatives to ensure active and representative participation. Members must be appointed and/or reconfirmed by the leadership of the appointing SG/C and notification to the CCOICI Chair and support staff.

The CCOICI may also invite liaisons and/or subject matter experts to join the standing committee as approved by the CCOICI leadership team. The CCOICI leadership team will provide guidance concerning the specific knowledge and expertise required, as well as, the expected time commitments.

Membership Criteria

The CCOICI members shall review the full text of the [Working Group Member Skills Guide](#) to understand the responsibilities and skills that they are expected to have in order to fully participate in the continuous improvement activities.

Specifically, members should have a keen understanding of the operations of the GNSO, its constituent parts (mission and scope as defined in charters) and be familiar with [Article 11](#) of the ICANN Bylaws and [GNSO Operating Procedures](#).

Leadership Structure

The CCOICI leadership team shall consist of a total of 2 members:

- CCOICI Chair (1)
- CCOICI Vice-Chair⁶ (1)

The leadership team of the CCOICI is a volunteer position, selected by the CCOICI and confirmed by the Council. The CCOICI Chair serves as a neutral facilitator who calls meetings, presides over CCOICI deliberations, and manages the process so that all participants have the opportunity to contribute. The Chair also represents the CCOICI to the public. The Chair is also a contributing member to the CCOICI deliberations and participates in consensus calls. The Vice-Chair will assist the Chair, and should at any point a Vice-Chair needs to step into the role of Chair, the same expectations with regards to fulfilling the role of Chair as outlined in this charter will apply. As members of the leadership team may be serving in two roles, they are expected to make clear when they are providing input as a member as opposed to speaking in a leadership capacity.

Leadership Criteria

The CCOICI leadership is expected to carry out the roles and responsibilities and meet the qualifications as detailed in the [Expectations for Working Group Leaders & Skills Checklist](#). As noted in the document, the leadership team must lead with neutrality and impartiality, while seeking to build

⁵ The Chair of an SG/C is not precluded from being designated as a member should their respective group be resource constrained.

⁶ The CCOICI Vice-Chair role shall be filled by the house opposite to the house filling the Chair role.

consensus. The leadership team should also be familiar with the [GNSO Chair Handbook](#) and the [Consensus Playbook](#).

Task Forces Membership Structure and Criteria

Formation

Dedicated TFs will be created to carry out specific assignments from the Council based on inputs and guidance received about current workload and prioritization from the CCOICI. Essentially, TFs act as an overflow mechanism of the CCOICI when resources are strained, a backlog increases, or the scope of higher priority assignments are expected to be a lengthy project of one year or more. As TFs are initiated by the Council, they will be required to have a separate charter, also adopted by the Council with its own defined and specific scope.

Membership Structure

A TF is a representative model. All members will serve in representative capacity, where applicable, and as such, be responsible for consulting with their respective groups on a regular basis.

Any TF shall consist of a total of 20 Members, 6 Alternates and 14 Observers⁷:

- A maximum of three members and one alternate from the RrSG (3 & 1)
- A maximum of three members and one alternate from the RySG (3 & 1)
- A maximum of six members and one alternate from the CSG⁸ (6 & 3)
- A maximum of six members and one alternate from the NCSG⁹ (6 & 1)
- One Council NomCom Appointee from each house (2)
- CCOICI Chair in Ex-Officio (non-voting/non-representative) capacity (1)
- Fourteen Observers:
 - One Council Chair (1)
 - One Council Vice-Chair from each house (2)
 - One Council NomCom Appointee, non-voting (1)
 - One Chair from each Constituency or Stakeholder Group (8)
 - One CPH Board seat #13 (1)
 - One NCPH Board seat #14 (1)

Members of the Council or CCOICI may also participate in their same represented group's capacity here in a TF, so long as their participation in the TF does not impede on their required participation in the other groups. Alternates are designated as a backup for when primary members are unable to participate to help ensure active participation by all groups.

⁷ Observers will be added to the CCOICI mailing list for awareness of CCOICI activities. Observers may join CCOICI meetings as their time allows or to provide insights based on their role. Observers will not be a part of any consensus calls.

⁸ For clarity, the CSG may decide to assign representatives at the Stakeholder Group level OR the constituency level, if applicable, but not both.

⁹ For clarity, NCSG may decide to assign representatives at the Stakeholder Group level OR the constituency level, if applicable, but not both.

None of the Members will have terms because TFs will require specific project start and end dates and requirements to deliver on a specific outcome based on the charter's scope. Members must be appointed and/or reconfirmed by the leadership of the appointing SG/C and notification to the TF Chair and support staff.

TFs may also invite liaisons and/or subject matter experts to join the group as approved by the TF leadership team. The TF leadership team will provide guidance concerning the specific knowledge and expertise required, as well as, the expected time commitments.

Membership Criteria

TF members shall review the full text of the [Working Group Member Skills Guide](#) to understand the responsibilities and skills that they are expected to have in order to fully participate in the continuous improvement activities.

Specifically, members should have a keen understanding of the operations of the GNSO, its constituent parts (mission and scope as defined in charters) and be familiar with [Article 11](#) of the ICANN Bylaws and [GNSO Operating Procedures](#).

Leadership Structure

The Chair of the TF is a volunteer position, selected by the TF and confirmed by the GNSO Council. The TF Chair serves as a neutral facilitator who calls meetings, presides over TF deliberations, and manages the process so that all participants have the opportunity to contribute. The Chair is also a contributing member to the TF deliberations and participates in consensus calls. As members of the leadership team are serving in two roles, they are expected to make clear when they are providing input as a member as opposed to speaking in a leadership capacity.

TF leadership team roles include:

- TF Chair
- Council liaison to the TF
- CCOICI Chair in ex-officio capacity

Leadership Criteria

TF leadership is expected to carry out the roles and responsibilities and meet the qualification as detailed in the [Expectations for Working Group Leaders & Skills Checklist](#). As noted in the document, the leadership team must lead with neutrality and impartiality, while seeking to build consensus. The leadership team should also be familiar with the [GNSO Chair Handbook](#) and the [Consensus Playbook](#).

Committee & Staff Roles, Functions, & Duties:

The CCOICI and TF roles, functions & duties shall be applicable as specified in [Section 2.2 Working Group Guidelines](#).

The ICANN staff assigned to the CCOICI and its TFs will fully support the work of the groups as requested by the CCOICI leadership team including meeting support, document drafting, editing and distribution, and other substantive contributions when deemed appropriate.

Committee Reviews & Dissolution:

CCOICI will provide to the Council a review of the CCOICI Charter and its operations at the conclusion of the Continuous Improvement Program Assessment Periods (once, every three years). A review may be conducted at any other time should circumstances warrant immediate attention to the CCOICI operations.

The CCOICI will only be dissolved by resolution of the Council. Any TF initiated by the Council will dissolve upon completion of its charter requirements.

Section IV: Rules of Engagement

Statements of Interest (SOI) Guidelines:

Each member or participant of the CCOICI and its TFs is required to submit an SOI in accordance with [Section VI. GNSO Operating Procedures](#).

Statement of Participation:

Each member and participant of the CCOICI or TFs must acknowledge and accept the Statement of Participation (SOP) (as provided below), including [ICANN's Expected Standards of Behavior](#), before they can participate in any of the committee's work. The SOP should be kept current and is subject to periodic review.

Statement of Participation (SOP)

As a Member of the Council Committee for Overseeing and Implementing Continuous Improvement (CCOICI):

- I agree to genuinely cooperate with fellow members of the standing committee or its task forces to deliberate the issues identified. Where there are areas of disagreement, I will commit to work with others to reach a compromise position to the extent that I am able to do so;
- I acknowledge that while this is not a policy making body, I will abide by the recommended working methods and rules of engagement as outlined in the Charter, particularly as it relates to the rules in [GNSO Working Group Guidelines](#);
- I will treat all members of the standing committee or task forces with civility both face-to-face and online, and I will be respectful of their time and commitment to this effort. I will act in a

reasonable, objective, and informed manner during my participation in these efforts and will not disrupt its work in bad faith;

- I commit to participation and will make best efforts to regularly attend all scheduled meetings. I will send apologies in advance when I am unable to attend. I will take assignments allocated to me during the course of these improvement efforts seriously and complete these within the requested time frame;
- I agree to act in accordance with [ICANN Expected Standards of Behavior](#), particularly as they relate to:
 - Acting in accordance with, and in the spirit of, ICANN's mission and core values as provided in [ICANN's Bylaws](#);
 - Listening to the views of all stakeholders and working to build consensus; and
 - Promoting ethical and responsible behavior;
- I agree to adhere to any applicable conflict of interest policies and the Statement of Interest (SOI) Policy within the [GNSO Operating Procedures](#), especially as it relates to the completeness, accuracy, and timeliness of the initial completion and maintenance of my SOI; and
- I agree to adhere to the [ICANN Community Anti-Harassment Policy and Terms of Participation and Complaint Procedures](#).

As a Member of the standing committee or task forces:

- I understand reaching consensus does not mean that I am unable to fully represent the views of myself or the organization I represent. I will abide by the recommended working methods and rules of engagement as outlined in the Charter, particularly as it relates to designating consensus in [GNSO Working Group Guidelines](#).

I acknowledge and accept that this Statement of Participation (SOP), including ICANN's Expected Standards of Behavior, is enforceable and any individual serving in a Chair role (such as Chair, Co-Chair, or Acting Chair or Acting Co-Chair) of the committee, task forces and GNSO Council Leadership Team have the authority to restrict my participation in the committee or its task forces in the event of non-compliance with any of the above.

Transparency:

The CCOICI and its TFs will operate with full transparency that, at a minimum, includes a publicly archived mailing list and recording of all CCOICI and TF meetings. Unless otherwise directed by the Council, the names of all participants and the links to their SOI shall be published on the GNSO website or other ICANN website as standard practice.

To facilitate its deliberations, CCOICI and TFs may decide to conduct some of its deliberations in private, but if so, it is expected to provide a rationale with its recommendations. If the CCOICI and TF determines that it needs to keep certain materials private, for example to protect personal information provided by participants, it is also expected to provide a rationale for doing so.

Status Reporting:

The CCOICI and TF leadership teams, in collaboration with support staff, shall frequently assess the status and condition of active projects, at a minimum, in preparation for the three ICANN meetings per year, and when applicable, at the annual Council's SPS.

At-Risk or In-Trouble projects are subject to review by the Council leadership team, and in some instances may be deliberated by the full Council. In such circumstances, the CCOICI or TF leadership, in collaboration with support staff, shall use an [escalation procedure](#), which defines specific conditions that trigger the execution of a [Project Change Request](#) and the execution of repeatable mitigation plans. The objective of this exercise is to return the project to an acceptable state ultimately achieving its planned outcome.

Problem/Issue Escalation & Resolution Processes:

CCOICI and TFs will adhere to [ICANN's Expected Standards of Behavior](#) while participating in the activities of the standing committee and its TFs. Participant SOIs should be kept current and are subject to periodic review.

The problem/issue escalation & resolution process within CCOICI and TF is provided in [Sections 3.4 and 3.5 of the Working Group Guidelines](#). Team members should also reference the Guidelines Concerning ICANN Org Resources for Conflict Resolution and Mediation.

Formal Complaint Process:

The formal complaint process within CCOICI is provided in [Section 3.7 of the Working Group Guidelines](#). Further details regarding the formal complaint process are included in the [Clarification to Complaint Process in GNSO Working Group Guidelines](#) document.

The formal complaint process may be modified by the GNSO Council at its discretion.

Section V: Decision Making Methodologies

Consensus Designation Process:

CCOICI and TF Decision-making

- The Chair of the CCOICI or its TFs, in consultation with any Vice-Chairs, will seek **non-objection** from the members for decision-making when delivering an outcome (project deliverables that include proposed recommendations);
- If there are any objections, the CCOICI or TF leadership will assess the level of consensus within the group, using **standard decision-making methodology** as outlined in [Section 3.6 of the GNSO Working Group Guidelines](#). The CCOICI or TF shall strive towards achieving consensus on all advice and/or recommendations from the group.

Even if consensus is not reached, the CCOICI or TF shall provide input on any particular issue received, as long as the level of consensus/support within the CCOICI or TF is reported using the standard decision-making methodology outlined in Section 3.6 of the GNSO Working Group Guidelines.

Section 3.6 of the GNSO Working Group Guidelines, as included below, provides the standard consensus-based methodology for decision making in GNSO WGs, which will be used by the CCOICI and TFs if the non-objection method is unsuccessful.

For consensus building purposes, the CCOICI or TF leadership, group members, and the GNSO Council Liaison are expected to review the [Consensus Playbook](#) which provides practical tools and best practices to bridge differences, break deadlocks, and find common ground within ICANN processes; potential training related to the Consensus Playbook may be provided for the CCOICI or TF leadership, members, and the GNSO Council Liaison.

3.6 Standard Methodology for Making Decisions

The Chair will be responsible for designating each position as having one of the following designations:

- **Full Consensus** - when no one in the group speaks against the recommendation in its last readings. This is also sometimes referred to as **Unanimous Consensus**.
- **Consensus** - a position where only a small minority disagrees, but most agree. *[Note: For those that are unfamiliar with ICANN usage, you may associate the definition of 'Consensus' with other definitions and terms of art such as rough consensus or near consensus. It should be noted, however, that in the case of a GNSO PDP originated Working Group, all reports, especially Final Reports, must restrict themselves to the term 'Consensus' as this may have legal implications.]*
- **Strong support but significant opposition** - a position where, while most of the group supports a recommendation, there are a significant number of those who do not support it.
- **Divergence** (also referred to as **No Consensus**) - a position where there isn't strong support for any particular position, but many different points of view. Sometimes this is due to irreconcilable differences of opinion and sometimes it is due to the fact that no one has a particularly strong or convincing viewpoint, but the members of the group agree that it is worth listing the issue in the report nonetheless.
- **Minority View** - refers to a proposal where a small number of people support the recommendation. This can happen in response to a **Consensus**, **Strong support but significant opposition**, and **No Consensus**; or, it can happen in cases where there is neither support nor opposition to a suggestion made by a small number of individuals.

In cases of **Consensus**, **Strong support but significant opposition**, and **No Consensus**, an effort should be made to document that variance in viewpoint and to present any **Minority View** recommendations that may have been made. Documentation of **Minority View** recommendations normally depends on text offered by the proponent(s). In all cases of **Divergence**, the Chair should encourage the submission of minority viewpoint(s).

The recommended method for discovering the consensus level designation on recommendations should work as follows:

- i. After the group has discussed an issue long enough for all issues to have been raised, understood and discussed, the Chair, or Co-Chairs, make an evaluation of the designation and publish it for the group to review.
- ii. After the group has discussed the Chair's estimation of designation, the Chair, or Co-Chairs, should reevaluate and publish an updated evaluation.
- iii. Steps (i) and (ii) should continue until the Chair/Co-Chairs make an evaluation that is accepted by the group.

- iv. In rare cases, a Chair may decide that the use of polls is reasonable. Some of the reasons for this might be:
- A decision needs to be made within a time frame that does not allow for the natural process of iteration and settling on a designation to occur.
 - It becomes obvious after several iterations that it is impossible to arrive at a designation. This will happen most often when trying to discriminate between **Consensus** and **Strong support but Significant Opposition** or between **Strong support but Significant Opposition** and **Divergence**.

Care should be taken in using polls that they do not become votes. A liability with the use of polls is that, in situations where there is **Divergence** or **Strong Opposition**, there are often disagreements about the meanings of the poll questions or of the poll results.

Based upon the CCOICI or TF's needs, the Chair may direct that members/participants do not have to have their name explicitly associated with any Full Consensus or Consensus view/position. However, in all other cases and in those cases where a group member represents the minority viewpoint, their name must be explicitly linked, especially in those cases where polls were taken.

Consensus calls should always involve the members and, for this reason, should take place on the designated mailing list to ensure that all members have the opportunity to fully participate in the consensus process. It is the role of the Chair to designate which level of consensus is reached and announce this designation to the group. The member(s) should be able to challenge the designation of the Chair as part of the group's discussion. However, if disagreement persists, members of the group may use the process set forth below to challenge the designation.

If several participants¹⁰ in the CCOICI or TF disagree with the designation given to a position by the Chair or any other consensus call, they may follow these steps sequentially:

1. Send email to the Chair, copying the CCOICI or TF explaining why the decision is believed to be in error.
2. If the Chair still disagrees with the complainants, the Chair will forward the appeal to the chartering organization liaison(s). The Chair must explain his or her reasoning in the response to the complainants and in the submission to the liaison. If the liaison(s) supports the Chair's position, the liaison(s) will provide their response to the complainants. The liaison(s) must explain their reasoning in the response. If the chartering organization's liaison disagrees with the Chair, the liaison will forward the appeal to the chartering organization. Should the complainants disagree with the liaison support of the Chair's determination, the complainants may appeal to the Chair of the chartering organization or their designated representative. If the chartering organization agrees with the complainants' position, the chartering organization should recommend remedial action to the Chair.
3. In the event of any appeal, the chartering organization will attach a statement of the appeal to the CCOICI and/or Council report. This statement should include all of the documentation from all steps in the appeals process and should include a statement from the chartering organization¹¹.

¹⁰ Any member may raise an issue for reconsideration; however, a formal appeal will require that a single member demonstrates a sufficient amount of support before a formal appeal process can be invoked. In those cases where a single member is seeking reconsideration, the member will advise the Chair and/or liaison of their issue and the Chair and/or liaison will work with the dissenting member to investigate the issue and to determine if there is sufficient support for the reconsideration to initial a formal appeal process.

¹¹ It should be noted that ICANN also has other conflict resolution mechanisms available that could be considered in case any of the parties are dissatisfied with the outcome of this process.

Section VI: Charter Document History

Version	Date	Description
1.0	2 March 2021	GNSO Framework for Continuous Improvement approved by the GNSO Council (Pilot)
1.1	17 May 2021	Revised GNSO Framework for Continuous Improvement approved by the GNSO Council (Pilot)
1.2	29 June 2021	Further Update to the GNSO Framework for Continuous Improvement approved by the GNSO Council (Pilot)
1.3	TBC	Charter for a Permanent Committee approved by the GNSO Council

Staff Contact:	See roster on wiki for support staff	Email:	Policy-Staff@icann.org
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