

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 Wayne



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



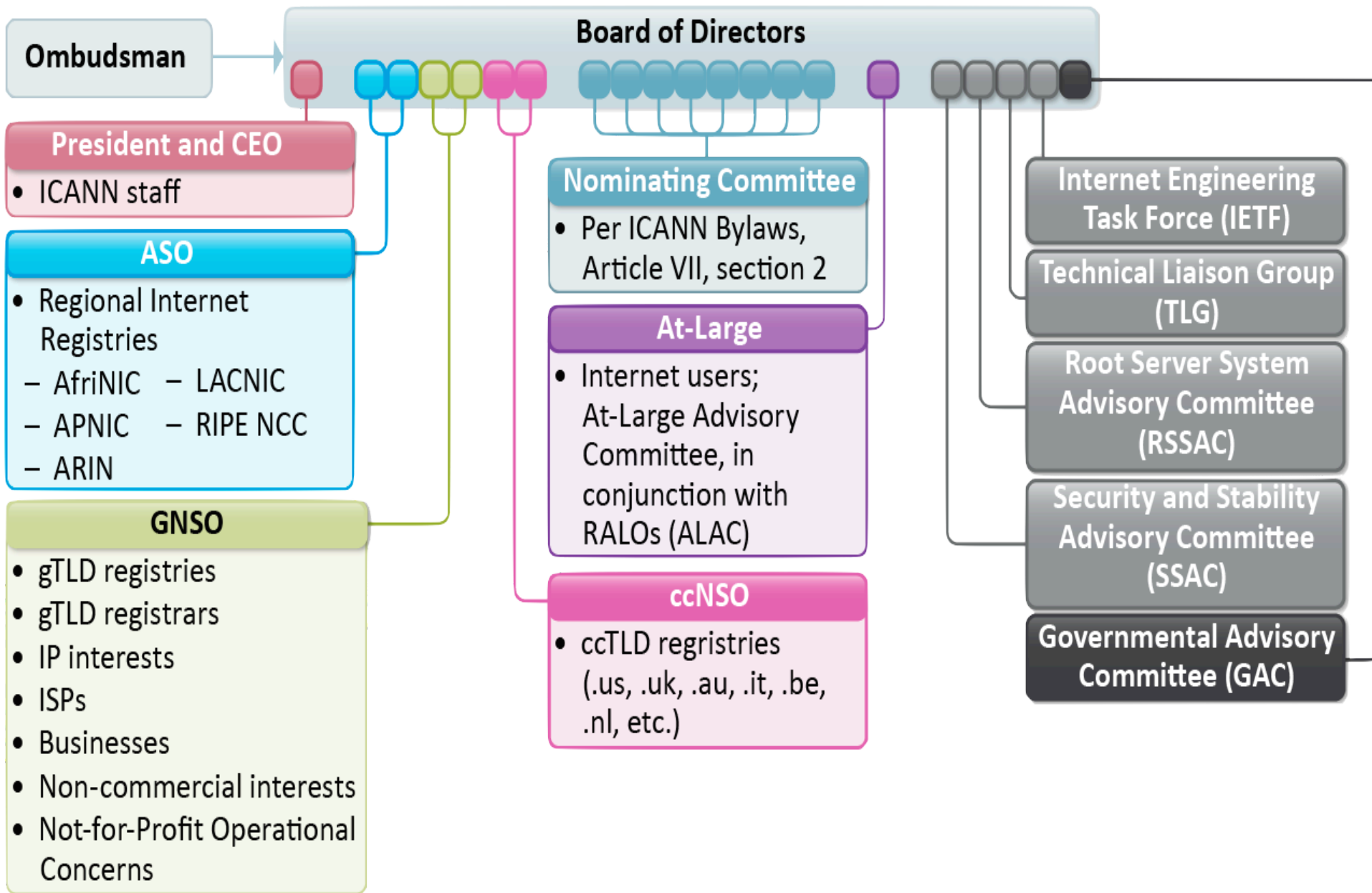
Ombudsman Role

*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





Examples of Complaints

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

One World

One Internet



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

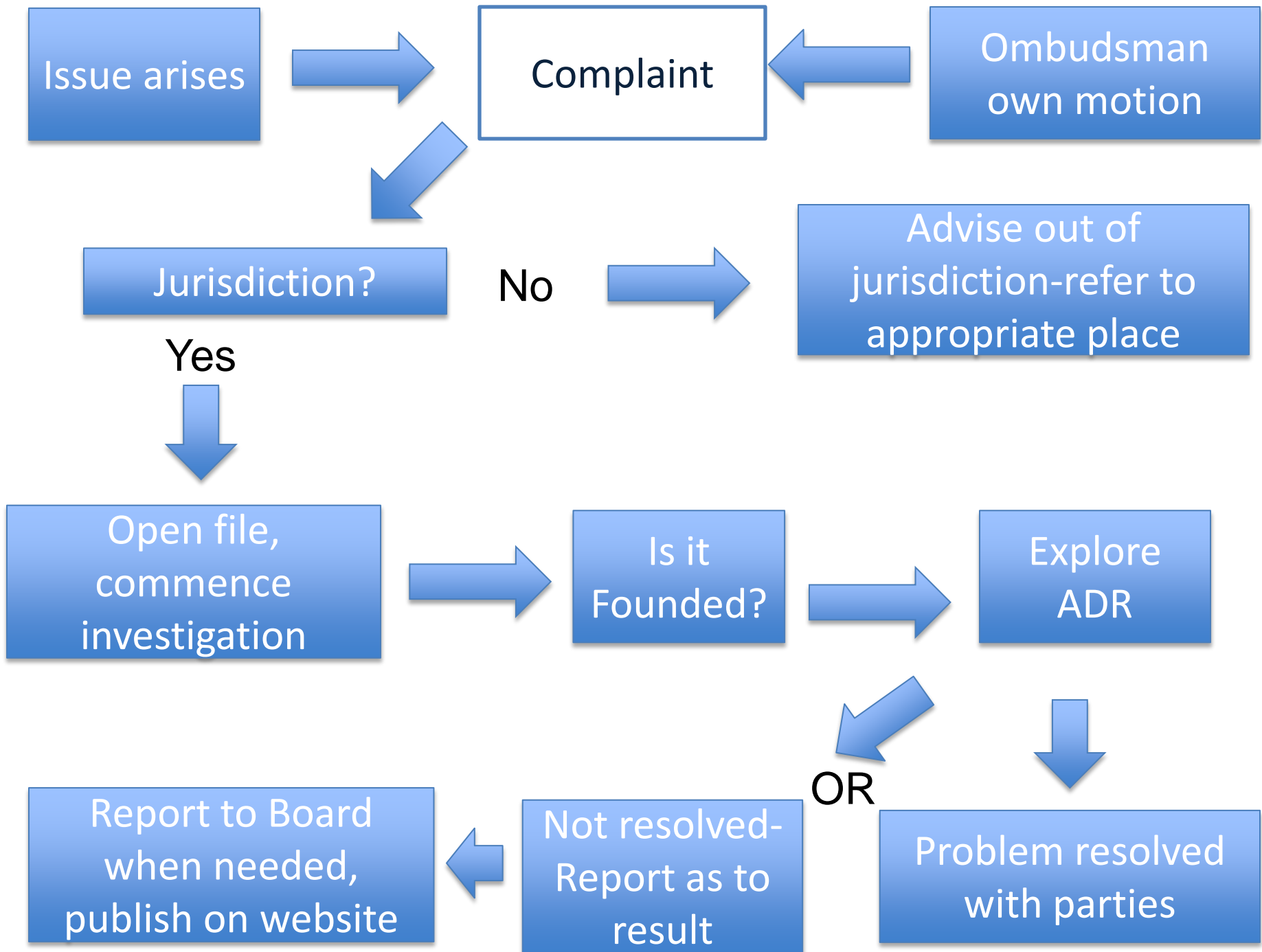
Look at internal administrative matters

Investigate personnel issues

Look into issues relating to membership on the Board

Investigate vendor/supplier relationships





Useful Links

Ombudsman Home Page

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

Page to lodge Complaint

<https://omb.icann.org/portal/complaint.php>

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?

