



26 December 2014

To:

Mr. Steve Crocker, Chairman of the Board

Mr. Fadi Chehade, CEO and President

Mr. Chris LaHatte, Ombudsman, ICANN

**Sub: Details regarding complaints submitted to the ICANN Ombudsman**

We are very pleased to note that ICANN's transparency and accountability mechanisms include maintaining a free, fair and impartial ombudsman. It is our understanding that any person with a complaint against the ICANN Board, staff or organization, may do so to the designated ombudsman.<sup>1</sup> We also understand that there are cases that the ICANN ombudsman does not have the authority to address.

In order to properly assess and study the efficiency and effectiveness of the ombudsman system, we request you to provide us with the following information:

- (i) A compilation of all the cases that have been decided by ICANN ombudsmen in the history of the organization.
- (ii) The details of the parties that are involved in the cases that have been decided by the ombudsmen.
- (iii) A description of the proceedings of the case, along with the party that won in each instance.

Further, we hope you could provide us with an answer as to why there have been no ombudsman reports since the year 2010, on the ICANN website.<sup>2</sup> Additionally, we would like to bring to your notice that the link that provides the ombudsman report for the year 2010 does not work.

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<sup>1</sup> See *What the Ombudsman can do for you*, <https://www.icann.org/resources/pages/contact-2012-02-25-en>.

<sup>2</sup> See *Annual Reports & Publications*, <https://www.icann.org/resources/pages/reports-96-2012-02-25-en>.

In order to properly assess the mechanism that ICANN uses for grievance redressal, it would be necessary to examine the details of all the cases that ICANN ombudsmen have presided over in the past. In this regard, kindly provide us with the above information.

We do hope that you will be able to furnish this information to us within the stipulated time period of 30 days. Do not hesitate to contact us if you have any doubts regarding our queries. Thank you so much.

Yours sincerely,  
Lakshmi Venkataraman  
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E: Contact Information Redacted

Centre for Internet and Society (CIS) is a non-partisan, not-for-profit research organization based out of Bangalore and Delhi, India. Since 2008, CIS has performed [groundbreaking] research in technology and the law. Our research competence extends across free and open source software, open data, open government and right to information, accessibility and rights of disabled persons, intellectual property, access to knowledge, privacy and Internet governance. We are currently involved, inter alia, in a research project in Internet governance, where we are studying transparency, accountability and effectiveness of Internet governance institutions. Our project is generously funded by the MacArthur Foundation.