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JULIA CHARVOLEN:

Hello everyone, this is Julia Charvolen from the GAC Support Team. Welcome to the 3rd GAC Introductory Webinar Series. For the purpose of this pilot program is intended to provide basic information on a variety of substantive and operational topics both inside and outside of ICANN. Today we have the pleasure to welcome Krista Papac from the ICANN's Complaints Office. Krista will give an overview on the purpose of the Complaints Office and truthfulness to the GAC. This webinar will be lead in English. Recordings and presentation will be posted on the GAC website page and I will provide the link in the chat very shortly.

Should you have any questions during the session, do not hesitate to add them in the chat pod or raise your hand by clicking on the icon at the top of your Adobe Connect Screen. With that said, I would like to give the floor to Krista. Thank you and over to you.

KRISTA PAPAC:

Thanks Julia and thanks Colton. This is Krista Papac, I'm ICANN's Complaints Officer and the Complaints Office established just over a year ago here at ICANN and since then we've been building it up and I really appreciate the opportunity to provide the GAC with an update, and as Julia said, some basic information about what we do in the Complaints Office.

Here's the agenda for today, which Julia basically covered. We're going to talk about the purpose and objectives of the Complaints Office and then I'm going to give you some basic information on who can submit complaints and what types of complaints come to the Complaints

Office. I'll also review or discuss the difference between the Complaints and the Ombudsmen because that's a very common question that we get. I have some statistical data that I'll share with you today. Then I'll talk about Complaints Office Recommendations and how those work.

Next slide please. The purpose and objects of the Complaints Office -- actually before I start, I just wanted to add that the slides have a lot of information in them, I know they've been shared with the GAC, they're going to be available to whoever wants them and you will have the opportunity to read them in full. I'm going to discuss what the message is in the slides and I would encourage anybody who has questions to please feel free to either type them in the chat or raise your hand at any time. I think having an interactive session is more beneficial to everybody and I'm happy to stop and answer questions as we go alone, so please don't hesitate to interject.

The purpose and objectives of the Complaints Office, essentially the organization and our CEO, Goran, really wanted to ensure that people have a centralized place to raise issues that they have with the work that the ICANN Organization or the company delivers. He wanted to add an additional layer of accountability, it's an operational type of accountability, so it's not the same as our bylaws mandated accountability, but again more focused on the operations of the company and how do we become the very best that we can be.

The other thing we really wanted to ensure is that the complaints about the organization were transparent and that our stakeholders could see those things. All complaints are published on the website, they are redacted for personal information but they do get published and then

once they're responded to, those responses are also published. We're set up additional function that provides operational accountability and transparency. It also by centralizing into one department, we're able to get a better picture of what's going on throughout the organization, rather than having individual departments dealing with individual complaints, we can really see if they're systemic or trends there for us to take a look at.

What types of complaints does the Complaints Office handle? I say this a lot and people, if you're read any of the materials, you'll see this in all of the materials, but we handle complaints about the ICANN Organization. What that means is it's about the company and about the work the company delivers. If someone has an issue with something that the organization has done or hasn't done or even if there's a process that's been established for a long time or procedures that have been established for a long time, that someone could benefit from optimizing, that's another type of complaint that we take. I also like to stress again that the complaints are about the organization, so this isn't about people as much as it is about the company and again, the company working to continually improving upon the work that it's providing to our stakeholders.

Some of examples of complaints that are within the scope of a Complaints Office are if you feel something is not working correctly, it's broken process or it's not working optimally, that would be something that comes to the Complaints Office. If you have an issue with timeliness of deliverables or you think you're not getting the right level of staff support or you're not able to access certain information, all of

those things are the types of things that would come to the Complaints Office and those were just a few examples.

Here's what the Complaints Office doesn't do, which is we don't handle complaints that there's an existing complaints mechanism for them. An example of that is Contractual Compliance at ICAAN and I get a lot of these questions actual. Someone has an issue with their registrar, a transfer or something like that, if they come to me, we actually have a department that handles those types of things and to start that complaint it would not be about the organization, it's about the registrar, so it's out of scope.

Also, as we said a Contractual Compliance Department who handles those sorts of things. They would just be redirected to the right department. For example, if they went to Contractual Compliance, went through the compliance process and were unhappy with how that was handled, then they would come to the Complaints Department and that would be something that we would take a look at. Other examples of currently existing complaints mechanisms are bylaws mandated, accountability mechanisms, ombudsman or requests for reconsideration. Also, our Global Support Center, we have basically a Customer Support Center that people can go to. If someone wants to get an address from us or something or has issues with things that don't really have to do with the organization, those go through our Global Support Center.

Last year after the office was established we were getting lots of questions from the Community about what's the different between the Complaints Office and the Ombudsman, Herb Way or our Ombudsman

and myself issued a blogged earlier last year, the link to the blog is at the end of this presentation and it's also in the email that the GAC Support Team sent around with the slides and some helpful links. This charts from the blog and I just wanted to maybe go over it real quick, a few points here just to make it easy to understand. The key differences between the Ombudsman and the Complaints Officer are, for starters the scope of the role.

As I said earlier, the Complaints Office is responsible for issues about the organization, they're about the organization. Yes, there's people involved but they're really about the organization. The Ombudsman handles complaints that community members have where they feel they've been treated unfairly by either ICANN Staff, by a Board Member of by other community members. The Ombudsman reports to the Board, whereas I report to the General Council and also the CEO.

The Complaints Office as I mentioned earlier, it's a transparent process, the complaints that come in and the responses that are issued are published and again the end of this presentation there's a link to a report that contains all the complaints and their response, whereas the Ombudsman is a confidential process. Those are some of the key differences and again, my role and the Complaints Officer role is much more operational and about how the organization is function, where the Ombudsman is dealing with situations where people feel something unfair has happened, so it's really quite different.

Who can submit a complaint? The short answer is anybody. I do get things that are out scope for the office and just help redirect them and explain to them where they can get the help they need. As far as

complaints that do belong to the Complaints Office, anybody that is a stakeholder of the ICANN Organization can submit a complaint. Complaints typically come from people outside the organization, essentially all complaints are related to people or experiences that happened outside the organization.

Most of the complaints I get are sent directly to the Complaints Office, once and awhile if somebody's handling an issue within the organization, if a staff members handling an issue and they run into or they feel like things are just not working, things can be escalated to me internally to look into them. Once and awhile I may identify something that needs to be looked into and there's actually a current example of that on the reports page that again, Colton's even provided the link here in the chat.

How can the Complaints Office be useful to the GAC? I thought might be a question you guys would have. The Complaints Office again, it's a tool for holding ICANN Organization operationally accountable, whether it's the GAC itself, the Advisory Committee the GAC, whether it's GAC members or GAC representatives, any or all of those could submit a complaint. It increases visibility of issue because of one, the reporting structure. Because I report to the General Council and the CEO the visibility is automatically at the top of the organization.

The whole organization but especially Goran, our CEO and my boss, John Jeffery the General Council pay close attention to the Complaints Office, it's considered a very important part of what the organization is doing and they take everything that comes in very seriously and the recommendations that come from me, we work on together to come up

with an approach for dealing with those issues. It has increased visibility. Because it is centralized now it helps identifies trends so that we again, they can be evaluated and analyzed and improvements can be made where it makes sense.

Here are some statists of complaints that have been submitted so far. These statists are as of April 30th, the May complaints information will get updated on the reports page within the next five to ten days. I usually publish the updated report within about five business days after the end of the month. We start taking complaints about May of last year, we've received 36 complaints to date and I won't read all of this, you guys can look at the slides and dig in more if you want.

The interesting thing here is that 36 complaints received 11 different departments, I've broken out at the bottom of the slide which departments the complaints fell under. One of the things I want to point out about the departments is, when a complaint comes in I assign the department that has the most subject matter expertise about the subject.

What this means is when you see a department on here, the complaint that came in, the issue may not actual be within that department but that department owns the process or they have the most knowledge about the issue, an example would be we had gotten a complaint, it's the Public Responsibility Support, there's a complaint that came, it was one of the first ones actually, the issue was with a webform that someone was trying to submit, we looked into, the problem was there was something in IT wasn't working correctly but the people that own the process and know the most about it were the Public Responsibility

Support Team. This is not necessarily an indication that these departments have lots of problems or no problems, it's just that they have the most expertise regarding the issue at hand.

Ultimately when complaints come in there are recommendations that come out of a Complaints Office about how to make changes or what can be done to mitigate future issues. There's really two types of recommendations that we have. The first one is recommendations regarding individual complaints. For each complaint that comes there can be recommendations related to it. The second type of recommendations that come out of the Complaints Office are from a semi-annual report that I publish. What those are, are those are twice I take a look at everything that's been going on and look to identify if there are trends or if there appear to be systematic issues and I issue a report that goes first to Goran, our CEO and my boss John Jefferies, our General Council. We talk through those and then we share them with the community. Those recommendations again are about how to address trends that I've identified and or potential systemic issues.

I'll talk about the first bucket which is regarding individual complaints. When individual complaints come in, I work with the relevant teams to research the complaint, to evaluate it, to analyze it and then through that process come up with some recommendations. Each complaint, as I said, get's its own recommendations, however not all complaints are created equal. Once the complaint comes in and I get to the point where I draft the response, all complaints get a response but not all responses have recommendations within them and what I mean by that is, for ones that come and I've listed some examples here on the slide for you and again you can go to the report page and look for the

complaint number, which are these C- numbers to take a look if you're interested.

Essentially, recommendations we've made are to improve a GDD process, our Global Domains Division or something that happened with the system we use to evaluate WHOIS accuracy, all of those types of things got recommendations. However, some complaints come in and the complaint is about the organization but they're asking for something that the organization is not empowered to give them. The first complaint actually I got was somebody asking us to amend the ICANN Organization to amend a consensus policy.

As you all know, that's not something the Organization does, that's a community activity and so what happens in that case is, there's not any recommendations I can issue to the Organization so instead the response is education. It's really an opportunity to communicate with an end user and explain to them what the policy is and why we can't do anything about it and then to encourage them to engage in the multi-stakeholder process, so that they can get involved -- to let them know that they have the ability to participate in requesting that type of change. Before I go on, maybe I'll stop Julia for a minute and see if there are any questions.

JULIA CHARVOLEN: Thank you Krista yes, we have a couple of questions that I'm getting in direct message. The first question, it's more a comment asking if you have an estimated timeline of submitting a ticket and resolving that ticket?

KRISTA PAPAC: Thanks for the question. I currently do not have estimated timelines for complaints. There's a couple reasons, one even though it's been a year, it's still fairly new. Each complaint is very different is the first thing I've learned. Secondly, depending on the complexity of the complaint, some take longer than others. The process that I go through involves -- almost everything that comes in this complaint cross multiple departments, so I go out and interview the different departments and try to sort out what happened.

Most of the time once I've gotten through the three or four departments that are involved, I have all new questions and so I go back around. It's been difficult for me to figure out some define timelines for processing complaints or for working complaints. That being said, it is something that I want to be able to do. I feel like that's a fair ask from people. The thing that I do do, is keep in touch with the complaint to let them know what's going on. It also depends on the urgency of the complaint. Some things that come are quite urgent, other things are not and so something that will affect the timing. At this time, I don't have an exact timeline for dealing with complaints.

JULIA CHARVOLEN: Thanks. I have another question. Krista, the Complaints Office must give you an interesting insight on what works best at ICANN and what needs the most improvement. Has your first year of experience given you any insights on those matters?

KRISTA PAPAC:	Thanks for the question. It is very interesting and I'm learning a lot about things that the organization does and leaning about it in a very different way then have been exposed in the past. I get into the details of things and it's surprising to me how complicated things that seem easy from the outside but how complex they can be. It's little things like publishing materials or webinar recordings and some of those things have a lot more steps behind the scenes then people realize. In my first year, the semi-annual report that I published at the beginning of this year is meant to take a look at -- it summarizes my first nine months of observations and what are some of the recommendations.

I was going to get into those recommendations on the next two slides. That is exactly what this semi-annual Complaints Report, to report to both the CEO and the Community, here's what I've seen, bigger picture over arching things that we should take a look at.

What I will tell you and again, I'm going to review those recommendations in just a minute, is most of the ones that you'll see from the first semi-annual report probably won't be a surprise to anybody but the fact that we're documenting those, we're publishing it and that's it going straight to the CEO changes again the level of visibility and it changes the level of operational accountability. By putting those things, I can't say paper, on a computer screen, on the web, it gives them a different level of visibility and focus then they currently have. I hope that answers the question.

JULIA CHARVOLEN:	Great, thanks. I have three more questions for you. The next one is, how many members are on your team?
KRISTA PAPAC:	Wow. Currently it's just me. However, I have support throughout the organization. As I said, I report to the General Council, he has a support team, the Team Manager and some other support members that do work for me. I have a communications person and I have resources and other parts of the organization that I'm able to leverage.
	The beginning of the fiscal, assuming the budget gets approved by Board for the new fiscal year which begins July 1st, we'll be adding a team member. That is actually perfect timing because I'm getting to the point where I could actually additional help. We'll be two dedicated to complaints only and then as I said, probably about seven other people throughout the organization that support us in different ways.
JULIA CHARVOLEN:	Okay, good to know. Next question, are there any examples of where you and the Ombudsman may both have helped for the particular matter or issue or is there a very strong line of separation?
KRISAT PAPAC:	That's a good question. The Ombudsman and I worked very closely together. There's been multiple times where somebody writes to both of us and says I have this issue and we talk to each other and say, "Hey, I think you this you or I think this is me." Most of the time it's very clear cut. There's been other circumstances where people have an issue and

it could be considered unfair and it also could be considered something that's an operational thing related to the organization.

In all cases we spend the time and really try to educated the person about, "You can use the Ombudsman or you can use the Complaints Office, here's what the differences are and you pick which process you prefer to use." Those are some of the interactions that we have and again, we work really closely together. He's passed things that belonged to me and vice versa. Working with him on a particular complaint -- I mentioned at the beginning of the webinar that I had identified something myself as a complaint that I should look into.

On our complaints reports page I think it's the most recent complaint but you'll see the complaint's name as me, you'll be able to find it easily but the organization had received a letter, I think it was an anonymous letter if I'm not mistaken from some community members and they had a bunch of recommendations in their letter related to the new harassment policy and that is not within my remit but one of the recommendations that they did have, was that the organization could do more to raise awareness about our anti-harassment policy.

I saw that, after talking with my boss we decided that that's something that's an excellent recommendation and even though it didn't come directly to the Complaints Office, that I should work with Herb and the organization to figure out ways that we can increase the visibility of the anti-harassment policy. That is in process right now, it's not something we've done but we're working and I think that kind of plays into the question. I hope that was helpful.

JULIA CHARVOLEN: Great. I see there is another question in the chat. Can the claims be solved only on the activities of ICANN Org or may also be relevant about ICANN Staff, in the case of non-respect of missions and principles?

KRISTA PAPAC: Thanks for the question. In this case, without having the specific details, I hate to give a wishy-washy answer but it depends. This sounds like it could potentially be about the organization and if so then yes, it could be worked on by the Complaints Office. Again, depending on the circumstances this could also be something the Ombudsman would handle. What I tell everybody is, anybody can come to me to talk about something and it doesn't have to turn into a complaint that gets published.

I've actually had lots of folks that come to me with what I call inquires, they tell me what's going on and I say, "Okay, that would be within the scope of the office and here's what would happen or it could be in the scope of the office or it could be the Ombudsman, here's your options."

I'm always happy to talk to anybody and understand their issue and then give them guidance on to what their options are for a submitting a complaint, whether it comes to me or to the Ombudsman or to some other department. Again, I'm always happy to have those conversations and provide the guidance that people may need.

JULIA CHARVOLEN: Great, thank you Krista. Will you be in Panama?

KRISTA PAPAC: I will.

JULIA CHARVOLEN: Perfect. I have no more questions so far. If you want to take over with your slides, please go ahead.

KRISTA PAPAC: Great, thanks Julia. One more thing about being in Panama. At the ICANN meetings I hold office hours similar to what the Ombudsman does, only I do it a little differently. I spend my time actually -- I go out into the community and go and do the sessions and talk to people. Really, a lot of people stop me and ask questions and want to chat.

I'm there and I'm available to talk to people about things but I also have certain hours that I have an office available to me, so if anybody's ever wanting to have a meeting or sit down and talk through something, email me at complaints@ICANN.org and ask for a meeting and I can provide the hours I'm available. We also publish the hours I'm available to meet which can be helpful but please, if you do want to ever want to sit down and have a meeting, I have office space available so we can do that.

Back to the slides. The second type of recommendation and this goes to the earlier question, is the recommendations that I give to the CEO in my semi-annual report. The periods for the semi-annual report are the typical ones, January through June and then July through December. The first semi-annual report was published earlier this year and it

actually covered a little more than six months because the office was announced in March and it started somewhere are May, so I just did the entire period.

The next report will be for the period ending June 30th and I believe our commitment is to publish it within 90 days. The last time we did it was in about 40 or so but the semi-annual report is the strategic report. It's the one that looks at the trends, looks to see if there's systemic issues and then makes recommendations. The observations are noted in there and then it also makes recommendations to the CEO on things to consider for improvement. The first report that I published, again that was published earlier this year had five recommendations in it and I'll just review them quickly here. Again, there's link to go review the report if you're interested in looking at the whole thing.

The first recommendation was about navigating the ICANN organization, one of my observations is when people come to the organization, it's very difficult for them to get to the right department straight away, sometimes they end up writing to me, it's not for me so they go to Global Support and the Global Support sends them to Compliance because it's about a registrar issue.

The recommendation is for the organization to find ways to get people to the right place on their first touch point rather than three, four, five touch points later. Everybody knows, because we've all been through this I'm sure when we call customer service departments for own personal lives or whatever, getting bounced around just ends getting people frustrated and by the time they get to the right place they're not having a good experience, that was the first recommendation.

The second recommendation was about ICANN's remit. One of the observations I had is a lot of what gets sent to ICANN is not within the organizations remit. As I mentioned earlier, someone wants us to amend a consensus policy. People write to us and ask us to transfer a domain name for them or a renew a domain name them, we can't do that, that's registrar function, we don't have the technical capability let alone the remit to do that. We've gotten stuff where people are asking us to help with their Facebook page and the list goes on. Finding a way to better educate end users and registrants and stakeholders about what ICANN the model is, what ICANN the organization is and what the remit is and isn't, is the second recommendation.

The third recommendation was regarding contractual compliance complaints. I don't know if anybody here has ever had to submit a contractual compliance complaint, the department does a great job but the forms that are available are a bit confusing and so often times people are submitting the wrong or they're not providing the right information or they can't figure what form to use. It is quite confusing; the recommendation is the forms need to be a little bit easier to decipher. Submitting them is very easy but figuring out which one to use is the hard part and so asking to take a look at that and figure out how to provide better options and make it easier for people to find what form to use and submit it.

The fourth recommendation was about processes and controls. ICANN as whole and the organization itself has grown a lot over the past five years and we've really outgrown some of our processes and our procedures and our control. The recommendation is for the

organization do a systematic evaluation of the various processes and controls and adjust them accordingly.

The last recommendation is about registrant and end user's education. I know there's a lot of work that goes by ICANN, by a lot of the other organizations that are affiliated with ICANN, a lot of the service organization and advisory committees in educating end users and registrants but it's an area where I'd love to see the organization and the community work together to see if there are other opportunities to better educate registrants and end users so that they have a better experience using the domain name system and understanding how things work.

With that, that's the last slide. Well, the next slide excuse me is the useful links that I've been talking about. The first one is the actual webpage for the Complaints Office, it's a landing page, it's talks about what the Complaints Office is and it talks about how the process works and it's got a webform that you can complete to submit a complaint, it's super easy to do. The next link is the ongoing complaints activity report. This is the thing that gets updated monthly with all of the new complaints and responses.

The next one is a link to the semi-annual report, which we discussed earlier. I did provide the link to the Ombudsman report. Then there's a frequently asked questions document that I published about a year ago and it's also translated into the six other UN languages, here's the links to that. Everything on here and everything about the Complaints Office you can get to it by starting off with the top link. All of this stuff is linked within the main Complaints Office pages, if that's helpful. With

that, I'd like to see if there are any other questions Julia or if anybody wants to ask questions?

JULIA CHARVOLEN: Yes, we do have a few questions from the audience. The first question is, do the complaints need to filed in English only?

KRISTA PAPAC: That is a good question. We just switched over -- No, I get things in different languages for sure. I haven't gotten anything -- the complaints that have been submitted to me in different languages have all been out of scope. I haven't gotten any in scope complaints that are not in English. That being said, we just went to this webform that I mentioned earlier that is linked on the Complaints Page and I don't know the language capabilities of it.

Thank you for asking that question, we just launched it two days ago, so I want to check with IT to make sure that it does have the ability to accept information in a different language and if not, we'll get that fixed. However, if the webform doesn't take it you can always email complaints@ICANN.org or on the webform there's the ability to attach a file and so you could submit it in your chosen language through an attachment. But the short answer is yes, I'm happy to take complaints in another language.

JULIA CHARVOLEN:	Great, thank you. Another question, what about big picture issues, like concerns about diversity of the community or the diversity of Staff, is that in your remit.
KRISTA PAPAC:	Diversity about the community is an interesting question. If the big picture issue ties back to something, the person feels the organization should be doing, it's really what would fall within my remit. Community diversity, it depends on what they're asking for if they're asking for the community to do work on that or they're asking for the organization to do work on that. If it's related to the organization, yes, it's within my remit. Same thing with Staff diversity, again it would depend on the specific request or that specific ask but potentially depending on what it is, that could fall within my remit as well.
JULIA CHARVOLEN:	Okay, thank you Krista for the answer. I don't see other questions in the chat. Does anyone have a question? You may raise your hand in the chat or type your -- sorry, in the Adobe Connect or type your question in the chat. I don't see any more questions. Going once, twice, okay. Thank you, Krista, it was a very interesting presentation.

I have another comment. I'm reading the comment, I'll just read it out in a second. The follow up to the question on the complaints being in English if you're okay with other than English if you can reply as well in the same language that you have the question from. If it was in French could you send the reply in French? |

KRISTA PAPAC: I haven't gotten one yet but yeah, I think that's something we could do. In that case I would do a response in English and then also one in French, I'm assuming that's what the person would want. I publish the English version for the website and then include a French version. So, yes, that's possible for sure.

JULIA CHARVOLEN: Okay, thank you. Krista, do you have any closing remarks?

KRISTA PAPAC: Thanks Julia. Just to say thank you so much to everybody for the opportunity to talk to you about the Complaints Office. I'm happy to continue that conversation in anyway that's helpful to people, whether it's on an individual basis or if the GAC is ever interested in having a discussion at an ICANN meeting or another webinar I'm certainly available. I appreciate everybody's time and a special thanks to Colton and Julia for organizing this and inviting me to present. Thank you.

JULIA CHARVOLEN: Thank you, Krista. Thank you very much and I would also like to thank you -- I see people typing in the chat, I'm wondering whether there will be more questions, I'll just give it a few seconds. You're being thanked in the chat for your presentation. Again, thank you very much. I would also like to thank our GAC participants and we're very interested in your feedback, so GAC Support is likely to reach out to our GAC members with a couple of questions following this webinar.

I would like to also say that we're exploring future webinar topics and hope to continue the pilot series after the ICANN 62 meeting. In the meantime, there will be several other community webinars in the lead up to the ICANN 62 meeting. Thank you very much for attending and we wish you a good rest of your day. Thank you very much, goodbye everyone.

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