

ALAC Summit

Mexico City, February 28, 2009

Office of the Ombudsman (Frank Fowlie) Speaking Notes

We would hope that you would cover in your 10-minute segment are the following three points:

What are the main activities your organisation or body (or in the case of staff departments, your department) is engaged with at the moment?

The Office of the Ombudsman is one of three internal conflict resolution entities which comprise ICANN dispute resolution system. The Office of the Ombudsman is an informal, private and confidential office which deals with complaints of unfairness. The principles of the office are independence, impartiality, neutrality, and confidentiality. The Ombudsman's jurisdiction relates to actions, decisions or inactions by ICANN staff, board, or supporting structures.

The other mechanisms are the Board Governance Committee's capacity to receive and review requests for reconsideration of ICANN decisions. Finally, there is an Independent Review procedure established in the Bylaws. Both of these are formal and public review mechanism.

Presently, the Ombudsman is working on its 5 year or summative review.

What perspectives related to your work most need the input of the individual Internet user community, and why?

There are a couple of levels of input which individual internet users may want to provide to the Office of the Ombudsman. First, and obviously, internet users are encouraged to access the Office of the Ombudsman with concerns that ICANN, its Board, staff or supporting structures have acted unfairly. Individual users have in the past made complaints, and these have, in the end, lead to individual and systemic improvements to the way that ICANN conducts business.

Secondly, the Office of the Ombudsman would like to solicit individual users to participate in our review process. At some time in the future members of the ICANN community will be asked to take part in surveys, and we'd like you to help us with your responses.

Are there opportunities for increased engagement with the At-Large community and your organisation or department in your view, and if so what might those be?

I actually hope that there will be decreased engagement. We would hope that individual internet users were satisfied that they were being treated in a fair manner by ICANN. However, if they are not, then I'd encourage them to contact the Ombudsman through the website.