

Registries Stakeholder Group Statement



ICANN Office of Ombuds Framework and Process

Date statement submitted: 10 February 2026

(this is a copy of the comment submitted via the ICANN public comment platform)

Reference url:

<https://www.icann.org/en/public-comment/proceeding/icann-office-of-ombuds-framework-and-process-23-12-2025>

Background¹

This Public Comment proceeding seeks to obtain community input on the draft ICANN Ombuds Office Framework and Process. The Framework and Process clarifies what community members can expect from the Office and what the Ombuds can and cannot do. The Charter of the Ombuds Office is set out in the ICANN Bylaws, Article 5, which provides the framework for the scope of the Ombuds Office.

The draft Framework and Process document sets out definitions and standards and processes for conflict resolution, as well as the Ombuds role, scope, and responsibilities with respect to unfairness complaints, harassment complaints, and reconsideration requests. It further provides information about time scales, responsibility to respond to the Ombuds Office, and a channel for feedback and complaints about the Ombuds Office.

Documents

- [Draft ICANN Office Of Ombuds Framework and Process \(pdf, 395.34 KB\)](#)

Related RySG comments

- [RySG comment on Recommendations to Improve ICANN's Office of Ombudsman](#) (January 2018)

Registries Stakeholder Group (RySG) comment

The gTLD Registries Stakeholder Group (RySG) welcomes the opportunity to comment on the draft ICANN Ombuds Office Framework and Process (the “Process”). We appreciate the Ombuds Office’s work to modernize its procedures for the benefit of the ICANN community, to ensure the ICANN community remains a space where all participants are welcomed and respected.

¹ Background: intended to give a brief context for the comment and to highlight what is most relevant for RO's in the subject document – it is not a summary of the subject document.

The definition for “Complainant” does not appear to be limited to members of the ICANN community, and in reviewing the Process it appears the intention of the Office of the Ombuds is to only accept cases that meet that definition. If this is correct, we propose the definition of “Complainant” be modified to reflect this limitation.

We further note that the Process should allow the possibility for a complaint to be received that relates to the Ombuds Office and/or Ombuds role in the event a Complainant wishes to raise a concern about its/their conduct and/or Process. The ICANN compliance function or Office of General Counsel would be an appropriate venue to receive such complaints in the event the case is about the Ombuds or Ombuds Office, and could implement this Process to remove the conflict that would be created with such a type of Complaint.
