

**From:** Complaint Reply [complaints@complaints.icann.org]  
**Sent:** 6/14/2023 2:01 PM  
**To:** [REDACTED]  
**Subject:** RE: ICANN the company and/or a department within ICANN [ ] [REDACTED]



One World, One Internet

Dear Sir/Madam,

Thank you for your submission to the Complaints Office. The Complaints Office was established in 2017 to handle complaints regarding ICANN org that don't fall into an existing complaints mechanism, such as Contractual Compliance, Request for Reconsideration and the Ombudsman. This may include complaints about how a request has been handled, a process that appears to be broken, insufficient handling of an issue, or something that may be an indication of a systemic issue, among other things.

I have researched your matter and found that ICANN Contractual Compliance has responded to your many complaints regarding the registrar [REDACTED] and the domain name, [REDACTED]. Your complaints regarding this registrar and the receipt of spam have been addressed and communicated to you. The registrar was able to demonstrate its compliance with the relevant Registrar Accreditation Agreement (RAA) obligations to ICANN. The registrar also demonstrated that Gandi SAS had responded to your reports involving the domain name [REDACTED] with the outcome of the registrar's investigation. ICANN has communicated this to you multiple times and noted:

- a. Based on your complaint to ICANN Compliance, and the information and records ICANN Compliance obtained from the registrar as part of its investigation into compliance with the relevant RAA obligations, ICANN was unable to identify non-compliance with the RAA, and
- b. ICANN requested any new information you have demonstrating the lack of registrar compliance. On multiple occasions, ICANN Compliance explained to you the requirements under Section 3.18 of the RAA and clarified that the RAA does not require registrars to suspend domain names in response to abuse reports. ICANN hasn't received information from you demonstrating lack of compliance with its RAA, hence the "complaint cannot be validated without the explanation or evidence previously requested by ICANN" response you received.

Based on the above reasons, ICANN does not have a basis to further pursue your complaints regarding spam and your registrar. *ICANN and I* would like to help you, but there isn't anything here for ICANN to do as there is no evidence or indication that the registrar is not in compliance with its RAA.

If I have misunderstood anything, please let me know. I am happy to take another look for you.

Kind regards,

Krista Papac  
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**Terms and Conditions for Submission to the Complaints Office**

Submitted complaints will be handled in accordance with the [ICANN bylaws](#) and the [ICANN Privacy Policy](#). By submitting this document to [complaints@icann.org](mailto:complaints@icann.org) you acknowledge that the complaints process shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness. Except as noted above, information you submit is subject to being published on the [ICANN website](#).