

Before ICANN Contractual Compliance can process a complaint concerning a request for the disclosure of non-public Registration, the request must have been previously submitted to the relevant registrar or registry operator to address. Complaints should not be filed unless the request has been first submitted to the relevant registrar or registry operator. Such a request must be made on the basis of a legitimate interest not overridden by the interests or fundamental rights and freedoms of the Registered Name Holder or data subject pursuant to Article 6(1)(f) of the General Data Protection Regulation. It is recommended that a request for lawful disclosure of non-public Registration Data include: identification of the requestor; the requestor’s legitimate interest, including the legal rights of the requestor and specific rationale and/or justification for the request; a list of the data elements requested; and any additional information required by the registrar or registry operator to process the request.

If you do not know who the sponsoring registrar of a specific domain name is, you may perform a search at <https://lookup.icann.org/>. The list of registry operators and their strings is at <https://www.icann.org/resources/pages/listing-2012-02-25-en>.

Additionally, please ensure that the Registration Data associated with the domain names you are complaining about is in fact redacted per the [Temporary Specification for gTLD Registration Data](#) (the “Specification”) as opposed to, for example, a reflection of the domain name having been registered behind a privacy and/or proxy (P/P) service. A link to P/P obligations under the RAA is available [here](#). Complaints related to alleged non-compliance with these P/P obligations can be submitted [here](#).

For UDRP Dispute-Resolution Service Providers submitting complaints related to [Appendix E](#) of the Specification, please use the UDRP form available [here](#).

When submitting a complaint related to a request for access to non-public Registration Data under Section 4 of [Appendix A](#), please use the form available [here](#) or select the option below from the Compliance complaint home page:

The Registration Data associated with a domain name	<p>Registration Data is inaccurate or missing</p> <p>Request for disclosure of Registration Data by a third party with legitimate interest was denied or not responded to</p> <p>Registrant requested and consented to the display of their own Registration Data, but it is not displayed</p>
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Once you have entered your initial information select the appropriate complaint type using the radio button in the form as indicated below:

* Please select the type of complaint (choose one):

- The Registration Data associated with the domain name(s) is/are inaccurate or is/are not compliant with the applicable ICANN Agreements or Consensus Policies.
- My request for disclosure of non-public Registration Data was denied or not responded to although I have demonstrated to the registrar or registry operator a legitimate interest for the disclosure of the data.
- I am a registrant and have provided my consent to the registrar to display my Registration Data publicly in the Registration Data Directory Service(s), but the data remains redacted.
- My domain name is suspended and/or locked although I provided accurate, complete and reliable Registration Data to the registrar and verified the email address.
- The service the registrar or registry operator must offer to display Registration Data (WHOIS/Registrar Data Access Protocol) is not working.

A request for lawful disclosure of non-public Registration Data should include: identification of the requestor; legal rights of the requestor and specific rationale and/or justification for the request; a list of the data elements requested; and any additional information required by the registrar (or reseller) to process the request.

Please provide all available information requested in the form, including all relevant details in the description of the problem, and appropriate evidence concerning the request made to the registrar or registry operator. The option to attach your evidence is provided in the form as shown below:

Evidence

Please provide evidence that you submitted to the relevant [registrar\(s\)](#) or [registry operator](#) a request for access to non-public Registration Data on the basis of a legitimate interest not overridden by the interests or fundamental rights and freedoms of the Registered Name Holder or data subject. Please include email headers, auto-responses and bounce-back or returned "undeliverable" emails. Note that not providing this evidence with your initial submission may cause processing time delays for we may need to contact you later in the process to request it again in order to complete the review of your complaint.

Attachment Requirements

We accept csv, pdf, doc, docx, xls, xlsx and txt file formats. You can submit up to 10 files at a time. The maximum file size is 4MB and the maximum total attachment size per case is 20MB.

Files 

Upon submitting your initial complaint, you will receive a confirmation email with the case number assigned to your complaint.

Upon reviewing your complaint, ICANN may provide additional relevant information or clarification pertinent to the case and will ask for additional information, as needed, to address the case. If you require additional time to address this request, please reply via email with an extension request.

The resolution time for each case will depend on the complexity of the case as well as the time needed by the contracted party to respond completely and remediate, as applicable. As we address your complaint, we will provide you with updates as information becomes available. To request an update or submit additional information or questions to an open case, you can reply to the email you received with the confirmation that the case is in process.

Information about the process ICANN follows to address each complaint, including turnaround time, is available here <https://www.icann.org/resources/pages/approach-processes-2012-02-25-en>