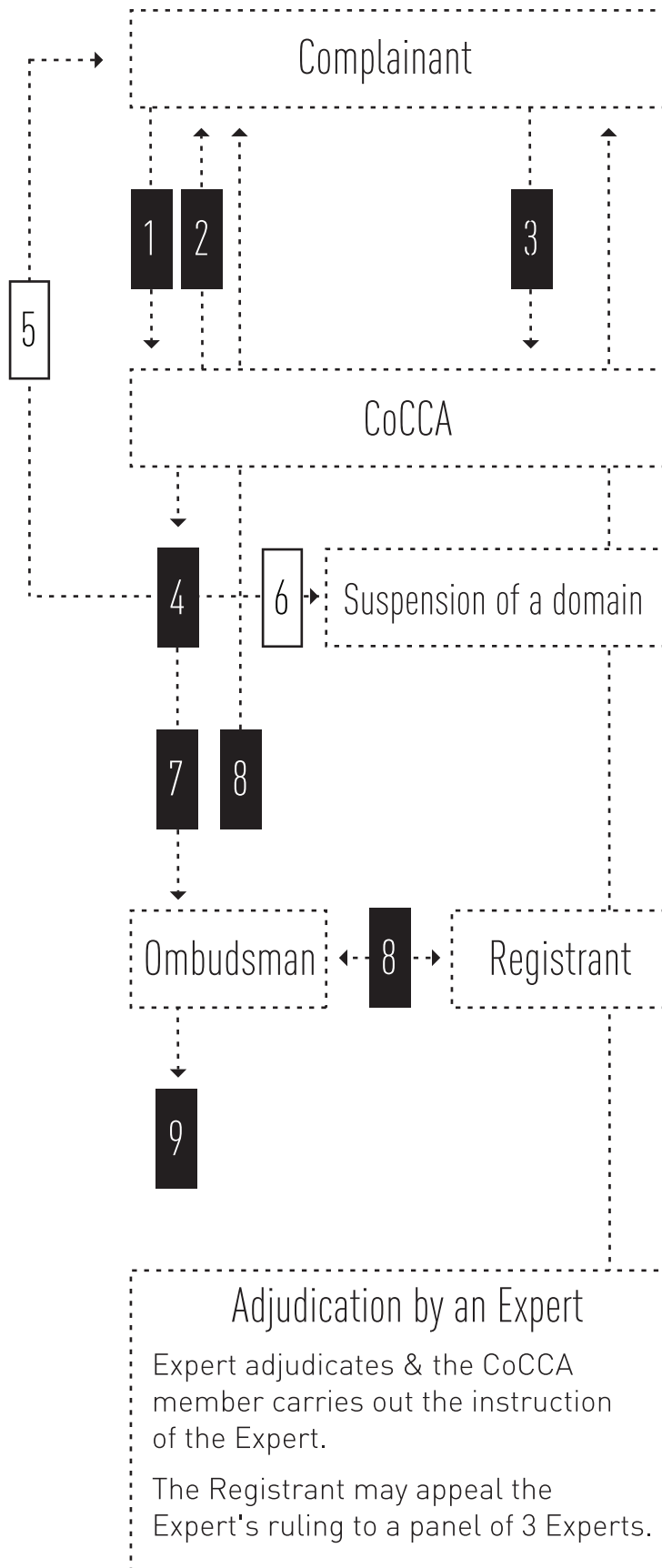


## Complaint Resolution Procedure



- 1** AUP Complaint lodged on-line
- 2** AUP Form sent to Complainant for signature
- 3** Complainant returns signed form by FAX
- 4** Complainant reviewed and sent to member's designated complaints officer by CoCCA AUP Complaints officer.
- 5** Complainant rejected - complaint does not deal with issue covered by AUP, is unsigned or otherwise incorrectly filed. Returned to Complainant. No action taken.
- 6** Suspension - If action is required to protect the member's network or the public interest the member suspends the domain. If the domain has been registered through a registrar. The member may request the Registrar to suspend. If registrar does not suspend, the member suspends at the registry.
- 7** Referral to Ombudsman. Complaint reviewed and sent to Ombudsman for informal mediation.
- 8** Informal mediation
- 9** Referral to Expert. Informal mediation falls to resolve the complaint and the Complainant wishes to have the matter adjudicated by an expert