
Public Comments Received on ICANN Community Anti-Harassment Policy that are to be Addressed Outside of the Policy

This document summarizes the public comments received on the ICANN Community Anti-Harassment Policy that fall outside the scope of the policy itself. These inputs are included here to acknowledge the feedback provided by the community and to outline the areas that will be addressed through separate processes, guidance, or supporting mechanisms rather than through changes to the policy text. (The commenters' names in the Additional Suggestions column are abbreviated in line with the Public Comment Summary [Report](#).)

Additional Suggestions	Implementation Outside of Policy
Offer training on recognizing unconscious biases to foster cross-cultural awareness and inclusivity; promote help-seeking behaviors through active bystander/upstander training and anti-harassment training (FO, SK, BA)	Ombuds Office communications to point reader to supporting materials, such as those available on ICANN Learn. Additionally, the Ombuds has learning resources and training materials that can be customized for different community groups, as requested or deemed needed. The Ombuds, with ICANN assistance, plans to offer customized upstander workshops to interested community groups on a periodic basis.
Elaborate on help and support options apart from Ombuds where issues can be raised informally. Offer support to victims of harassment outside of the formal Ombuds process, including mental health resources. (RySG)	The Ombuds Office will produce a Community Anti-Harassment Policy (Policy) implementation "guidance document" that will include information on informal ways to ask for support, as well as referrals to other support sources / agencies in other countries, where available. (Guidance document will be produced by end of 2025.)
Release data to evaluate current Policy's effectiveness and impact and to enhance community awareness; report on complaints and resolutions for actionable data to improve Policy (ALAC, BC, NCSG, BA, ACS)	Ombuds Office workplan to include data and reporting on policy effectiveness, if feasible. Periodic published Ombuds reports to the community will include policy effectiveness data, including complaints made pursuant to the newly revised Policy and their resolutions in aggregate, without identifying details. Ombuds Office to release case management data every 6-12 months. Harassment complaints will be reported as a category of complaints, but only if there are more than four in the reporting period; it is important not to report on cases where individuals can be identified. The Ombuds will also share data on measures of whether people feel comfortable raising a harassment complaint with the Office. The Ombuds Office Baseline survey launched in May 2025 provides some actionable data points about harassment.

Provide concrete timelines on reporting and investigation (NCSG, BC, BA, FO)	The revised Ombuds Framework or attended procedures document will include guidance about timelines for handling complaints pursuant to the Policy, although these timelines will not be rigid, as each complaint must be dealt with on a case-by-case basis that requires flexibility. The Community Anti-Harassment Policy guidance document will include further information on why timelines must be flexible (witnesses may need reassurance before providing statements, interpretation may be required, rigid timelines may disadvantage someone in distress or ill health, etc.).
Conduct periodic reviews of Policy (RySG, RrSG, FO)	The Community Anti-Harassment Policy guidance document will include a cadence for assessing the Policy. The current plan is to review the Policy every two years in light of the complaints received to see if any revisions to it are needed.
Clarify complainant's role in determining adequacy of resolutions, particularly in informal processes (RySG)	The Community Anti-Harassment Policy guidance document will include clarity on both the complainants' and respondents' roles in complaint resolution (the complainant always has a say in resolution process (conciliation, investigation, etc.). Informal processes such as mediation are always voluntary.
Offer a flow chart to outline the steps in the investigation process (BA)	Ombuds workplan and communications with community will include such information.
Offer clarity on Ombuds jurisdiction (RrSG, NCSG)	Clarity on Ombuds jurisdiction is covered in Bylaws and Ombuds Framework, and will continue to be covered in revised Ombuds Framework.