

Complaint Resolution Service : CoCCA Registry Services (NZ) Limited

Complaint Form

OVERVIEW

The CRS framework relies on three tiers of review: immediate action to protect the public interest, informal mediation by an Ombudsman, and if necessary binding arbitration by an Expert.

The Complaint Form below should be completed, signed and sent by email to crs@coccaregistry.org.

Fees

Lodging a complaint is free.

Amicable Complaint Resolution is free.

The applicable fee for referral to an Expert for binding arbitration is \$2500 USD.

Complaint Resolution Service : initial review

On receipt of a signed Compliant form, a preliminary review by CoCCA will take place to determine if suspension of the domain(s) is required to protect the public interest.

Complaint Resolution Service : amicable complaint resolution

CoCCA will refer the complaint to the Ombudsman to conduct a period of mediation to reach an amicable resolution of the complaint. All correspondence and communication during mediation is confidential and handled only by the Ombudsman.

If amicable resolution is not possible, and the Complainant desires to proceed further, the matter can sent to an Expert for binding arbitration.

Adjudication by an Expert

On receipt of applicable fees from the Complainant, CoCCA will appoint an Expert on a rotational basis from its list of Experts. The Expert will make a binding ruling on the Complaint on the basis of the Parties' submissions and the TLD Policy and Procedures.

On receipt of a Decision from the Expert, CoCCA will communicate the full text of the Decision to each Party via email and will implement the actions (if any) required by the Decision from the Expert.

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SECTION 1 | COMPLAINANT

Name:

Organization:

Street address:

P.O. Box or Apt No.:

City, State, ZIP Code:

Country:

e-mail address:

Phone:

SECTION 2 | REPRESENTATIVE (If applicable)

You may appoint a representative to deal with your case.

Name:

Organization:

Street address:

P.O. Box or Apt No.:

City, State, ZIP Code:

Country:

e-mail address:

Phone:

SECTION 3 | DOMAIN

Domain:

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SECTION 4 | REGISTRANT

Name:

Organization:

Street address:

P.O. Box or Apt No.:

City, State, ZIP Code:

Country:

e-mail address:

Phone:

SECTION 5 | ALLEGED VIOLATION

Specify the exact ACCEPTABLE USE POLICY provision(s) that you believe the Registrant is violating. You can review the ACCEPTABLE USE POLICY at the Top Level Domain's NIC site. See the IANA website for the most up-to-date links. Please provide details buy attachment.

SECTION 6 | ACTIVITY

Describe in detail the activity performed by the Registrant which you feel is in violation of the ACCEPTABLE USE POLICY PROVISION specified above. Please provide details buy attachment.

SECTION 7 | OTHER

Provide any other material pertinent to your complaint. This may include specific web pages where the alleged violations are occurring, print out material, which you may attach, or other documentation or evidence. Please provide details buy attachment.

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DECLARATION OF COMPLAINANT

I, the Complainant agree that my claims and remedies concerning the registration of the Domain Name, the Complaint, or the Complaint 's resolution shall be solely against the Registrant and neither CoCCA Registry Services (NZ) Limited ("CoCCA") nor the TLD Manager, Ombudsman any Registrar or Expert nor any of those entities' councillors, officers, employees or servants shall be liable for anything done or omitted in connection with any proceedings under the Complaint Resolution Service unless the act or omission is shown to have been in bad faith;

The information contained in this complaint is to the best of my knowledge true and complete. This complaint is not being presented in bad faith, the matters stated in this complaint comply with applicable policy an procedures;

I agree to be bound by any resulting Decision. I understand I may appeal any Decision under this CRS to the courts of a relevant jurisdiction.

Name

Signature

Dated this (Date) at (Location of Execution)

If a Complainant who wishes to notify CoCCA of claimed copyright infringement must execute the following Declaration:

I, the complainant referenced above, declare that I have good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent or the law. The information contained in this Complaint and specifically in this Notification of Claimed Copyright Infringement is accurate. I am authorized to act on behalf of the owner of an exclusive right that is already infringed. I swear under the penalty of perjury that the foregoing is true and correct.

Name

Signature

Dated this (Date) at (Location of Execution)