



CITRA

الهيئة العامة للاتصالات وتقنية المعلومات
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY

Complaints Policy

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1. Purpose of Policy

The policy of handling complaints of the Authority aims at identifying the types of complaints submitted by registrants and establishing a successful mechanism to deal with complaints related to Internet domains.

2. Alerts

2.1 This Policy does not apply when handling the following complaints:

2.1.1 The correspondence or similarity of domain name or confusion with a trademark or service mark in which the claimant has rights.

2.1.2 The registrant does not have any legal rights or interests with respect to the domain name.

2.1.3 Access to the Internet or e-mail services.

2.1.4 Web hosting services, website management or web design services.

2.2 The domain name registration Policy includes the rules of the Authority governing the mechanism of registering reserved and prohibited words.

2.3 When suspecting a registrant's legality in obtaining a domain name license, an appropriate opportunity shall be given to the accredited registrar to ensure that the data in the domain name system of the Internet Domain Division is updated before taking any action.

- 2.4 The registrants must conclude a binding agreement between the registrant and the accredited registrar.
- 2.5 Accredited registrars must enter into an agreement- binding the accredited registrar and the Authority. Accordingly, accredited registrars must have appropriate policies for handling complaints as provided for in the agreement concluded between the parties in order to provide adequate support to registrants and the public.

3. The Scope of the Internet Domain Division in Handling Complaints.

- 3.1 The scope of the Internet Domain Division in handling complaints is limited to matters relating to domain names. Accordingly, the Division handles the following:
 - a) Complaints related to domain names and registrants.
 - b) Complaints related to domain name services provided by accredited registrars.
- 3.2 The Internet Domain Division has the right not to investigate or acknowledge complaints submitted without any evidence or proof.

4. Types of Complaints

- 4.1 The registrant shall be responsible for ensuring its eligibility to obtain a domain name license at the time of registration and during the entire domain name license's period, as well as not violating any of the policies and instructions issued by the Authority.

4.2 Complaints of Accredited Registrars

The scope of the Internet Domain Division, which is responsible for handling complaints relating to accredited registrars, is limited to matters related to the allocation and management of domain names, as well as violation of the Agreement of the Communications and Information Technology Regulatory Authority – the accredited registrars, including complaints about:

- 4.2.1 Register or renew the domain name.
- 4.2.2 Transfer ownership of a domain name from one accredited registrar to another.
- 4.2.3 Transfer the domain name license to another registrant.
- 4.2.4 Violation of the Registrar to the Agreement of the Communications and Information Technology Regulatory Authority- accredited registrar or any other policy issued by the Authority.
- 4.2.5 Require the accredited registrar or reseller to modify the practice or procedure that led to such complaint.
- 4.2.6 Notify the Accredited Registrar that it has violated the Agreement, or a policy issued by the Authority and requests it to address this violation immediately.
- 4.2.7 Refer the complaint to the competent authorities.
- 4.2.8 Requesting the Accredited Registrar to issue a detailed statement to the Complainant.
- 4.2.9 Requesting the Accredited Registrar to address the errors that caused filing the complaint and to recover any payments for services not yet provided.

In case the Accredited Registrar does not comply with the application submitted by the Authority, the Authority may suspend or terminate the license of the Accredited Registrar.

4.3 Complaints about the Content of Reserved Word List

The scope of the Internet Domain Division is limited to handling complaints regarding domain names, words or phrases that shall be reserved words on the following:

- 4.3.1 Identify the appropriate competent authority to determine whether a domain name, word or phrase shall be added to the reserved word list or not.
- 4.3.2 Add a domain name, word or phrase to the reserved word list, if it is found that it belongs to a category of reserved names in the domain registration Regulations and the reserved and prohibited names Policy.
- 4.3.3 Remove the domain name, word or phrase from the reserved word list if it is determined that the name or word is available for registration in accordance with the applicable policies and procedures of the Authority.

4.4 Complaints about a Website Content

The Authority shall be entitled to delete or suspend an existing domain name if it is proved that the content of the website is contrary to the policies of the Authority and the laws in force in the State of Kuwait.

5. Mechanism of Handling Complaints

Complaints shall be submitted to the Authority via the contact page (Contact Us) on the Internet Domain website www.kw

- 5.1 All complaints must be addressed in principle to the accredited registrar, at which time the Accredited Registrar will do the following:
- 5.2 Submit a complaint to the Internet Domain Division (Open Ticket).
- 5.3 The complainant must provide all evidence and documents proving the validity of the submitted complaint.
- 5.4 Investigation of the complaint based on the facts provided by both parties, the Internet Domain Division also has the right to obtain further information from all parties to the dispute in order to resolve the dispute.
- 5.5 After completing the follow-up and investigation of the submitted complaint, the Internet Domain Division notifies the parties in dispute of the result of the complaint in writing or via the e-mail indicated in the complaint application.

6. Definition of Policy and Reference

This current policy has been prepared and published for the purposes of presenting the Policy of the Communications and Information Technology Regulatory Authority concerning complaints.

The Communications and Information Technology Regulatory Authority may, as it deems appropriate, review and/or modify this Policy at any time. Any amendments shall be published on the Internet Domain official website.