

REGULATIONS OF THE COMPLAINTS BOARD FOR DOMAIN NAMES

The Complaints Board for Domain Names has laid down these regulations in pursuance of section 29(1) of Danish Act No. 164 of 26 February 2014 on Internet Domains (Domain Names Act)

1. Fee and costs

(1) The complainant must pay a fee for the hearing of a complaint before the Complaints Board for Domain Names. For complainants and registrants who use or intend to use the disputed domain name in a non-commercial manner, the complaint fee is DKK 160. In all other cases, the complaint fee is DKK 500. If the complaint concerns several domain names, a fee is paid for each individual domain name. The Complaints Board does not charge any other fees for hearing the case.

(2) The complaint fee (see sub-clause 1) can be paid by payment card when a complaint is submitted via the Complaint Board's case portal or via wire transfer to the bank account stated in the Complaints Board's case portal. Guidance on payment of the complaint fee can be obtained from the secretariat of the Complaints Board.

(3) If the Complaints Board allows the complainant's claim in full or in part or if the case is settled on terms in this respect, the complaint fee is refunded to the complainant. The same applies if a complaint is withdrawn before the Complaints Board has made a decision in the case.

(4) Neither party pays costs relating to the hearing of the complaint by the Board to the other party.

2. Deadline for submitting a complaint about the decisions of the administrator

A complaint about a decision made by the administrator must be submitted not later than four weeks after the person in question was notified of the decision. The Complaints Board can dispense with non-observance of the time limit for complaints when special circumstances so warrant.

3. Rules of procedure

The Complaints Board lays down its own rules of procedure.

4. Secretariat of the Complaints Board

(1) The secretariat of the Complaints Board consists of one or more members of the legal profession as well as a number of administrative staff members, who are employed and dismissed by the administrator according to agreement with the chairman of the Complaints Board. In its activities for the Board, the secretariat of the Complaints Board is solely governed by the Complaints Board's power to direct how work should be done. The chairman of the Complaints Board organises the work of the secretariat.

(2) The secretariat of the Complaints Board is in charge of preparation of the cases, participates in meetings and conciliation procedures, if any, and represents the Complaints Board in its external affairs.

5. Publication of the decisions of the Complaints Board in electronic form

(1) The decisions of the Complaints Board whereby a case before the Complaints Board is closed are published on the website of the Complaints Board (www.domaeneklager.dk). The Complaints Board's other decisions may be published in the same way.

(2) If a decision contains information on the purely private affairs of individuals or the business secrets of enterprises, the chairman or vice-chairman of the Complaints Board may decide that this information should be anonymised in the version of the decision that is published on the Board's website. The chairman or vice-chairman of the Complaints Board may decide that other information should also be anonymised if, on the basis of the special nature of the information, this is found necessary in consideration of private or public interests.

6. Annual review

Every year before 1 March, a report is prepared on the activities of the Complaints Board in the previous year. The report is sent to the administrator and published on the website of the Board www.domaeneklager.dk.

7. Commencement

(1) These regulations take effect on 8 August 2017 and replace the regulations of the Complaints Board for Domain Names of 1 June 2014.

(2) Cases that were brought before the Complaints Board before the commencement of these regulations are handled according to the existing regulations.

Copenhagen, 2 August 2017

On behalf of the Complaints Board for Domain Names
