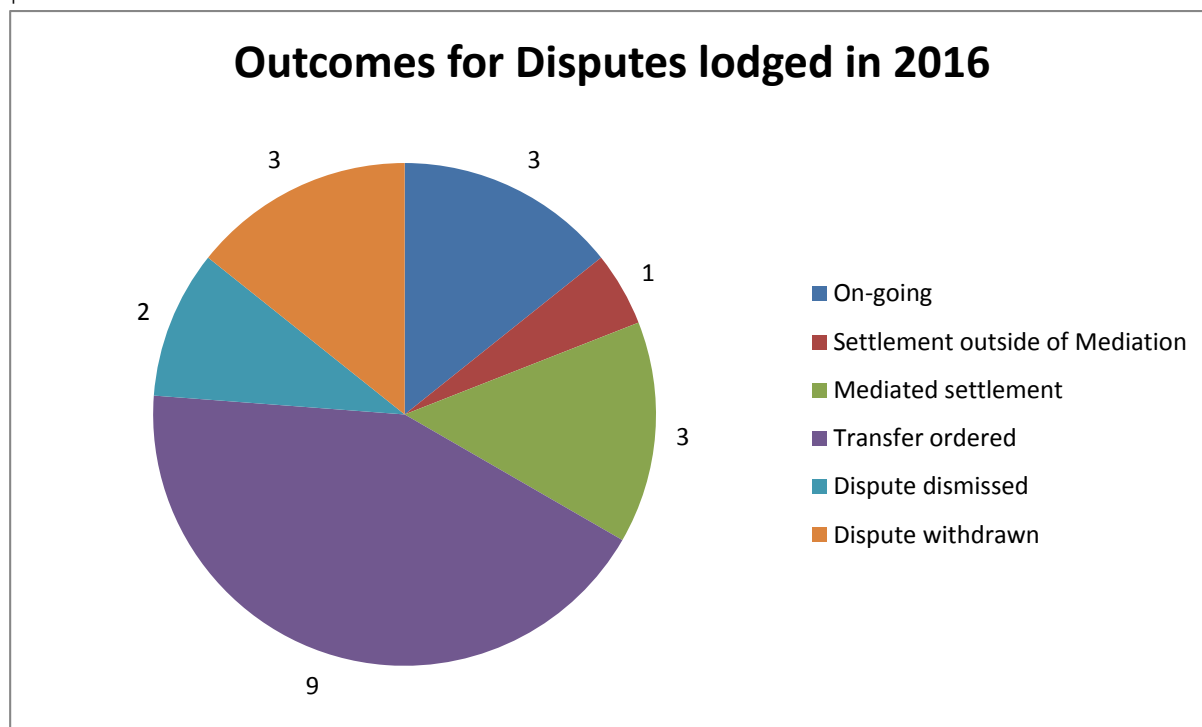


## Summary of Dispute Resolution Service Data for 2016

For the 2016 calendar year, to the end of December there have been a total of 18 complaints that have meet policy requirements. There have been a total of three disputes settled at mediation; also, three disputes have been withdrawn for various reasons. Eleven disputes have also processed to Expert for a determination in which the domain name was ordered to be transferred for nine, whilst the two other complaints were dismissed. There are a total of three complaints still being processed.



Month	Complaints	Premediated settlement	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
Total to date 2016	21						
Jan-16	2		1				1
Feb-16	3		1	1			1
Mar-16	1			1			
Apr-16	1		1				
May-16	0						
Jun-16	1				1		
Jul-16	1				1		1
Aug-16	5			4			
Sep-16	2			2			
Oct- 16	2	1					
Nov-16	2			1			
Dec-16	1						

Any questions or queires regarding to the above information, or the .nz Dispute Resolution Service can be sent to [drs@dnc.org.nz](mailto:drs@dnc.org.nz).

We also have explanatory video on the .nz Dispute Resolution Service, this can viewed at: <https://dnc.org.nz/drs>