

UNIVERSITY RULE

32.01.99.M1 **Complaint Procedures for Electronic Information**

Approved February 12, 1996

Revised August 27, 1997

Revised March 9, 2007

Supplements [System Policy 32.01](#)

1. GENERAL

Texas A&M University provides a wide variety of electronic information resources for the use of faculty, students, and staff. These resources play an essential role in the teaching, research, and service missions of the University. Appropriate use of these resources is outlined in federal and state law, System policies and University rules. The following procedure is provided so that suspected incidents of inappropriate use can be investigated.

2. REPORTING

- 2.1 The Office of the Vice President and Associate Provost for Information Technology is responsible for the processing of complaints about the use of electronic information resources. Complaints should be reported to this office through Information Technology Issues Management (ITIM) via the web site <http://complaint.tamu.edu>, by email (itim@tamu.edu), or phone (979) 845-9254. Reports should include what type of electronic information service was involved, specific information as to the location of the information, and the type of violation that is suspected. ITIM will acknowledge the receipt of each complaint.
- 2.2 The Office of the Vice President and Associate Provost for Information Technology is responsible for a determination as to whether there is sufficient cause to suspect a violation of System policies and/or University rules. If there appears to be cause, the complaint and factual data gathered by ITIM will be referred to appropriate University authorities for further action (student--Department of Student Life; staff--supervisor and/or department head; and faculty--department head and the Dean's Office).
- 2.3 Appropriate University authorities will communicate the procedural disposition of the matter to the person reporting the incident within 30 working days of the initial report. Violations of System policies and/or University rules may result in formal disciplinary action. Suspected violations of the law will be referred to law enforcement authorities.

OFFICE OF RESPONSIBILITY:

[Vice President and Associate Provost for Information Technology](#)