

STANDARD ADMINISTRATIVE PROCEDURE

32.01.99.M0.01 Complaint Procedures for Electronic Information Resources

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SAP Statement

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 or regulations, and University rules or procedures. The following procedure is provided so that suspected incidents of inappropriate use can be investigated.

Official Procedure / Responsibilities/ Process

1. REPORTING

1.1 The Office of the Vice President for Information Technology & Chief Information Officer is responsible for the processing of complaints involving the use of electronic information resources. Complaints should be reported to the Vice President for Information Technology & Chief Information Officer office through email message to complaint@tamu.edu. Reports should include:

- type of electronic information service that is involved;
- specific information as to the location of the information; and,
- type of violation that is suspected.

A problem ticket will be opened and receipt of the complaint will be acknowledged. The problem ticket will be forwarded to the manager of the office most appropriate to handle the complaint.

1.2 The Office of the Vice President for Information Technology & Chief Information

Officer 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 the appropriate office will be referred to appropriate University authorities for further action (i.e., student—Offices of the Dean of Student Life; staff--supervisor and department head; and, faculty--department head and Faculty Affairs).

Appropriate University authorities will communicate the procedural disposition of the matter to the complainant within 30 working days of the initial report. Violations of System policies and/or University rules may result in formal disciplinary action.

- 1.3 Suspected violations of the law will be referred to law enforcement authorities.
- 1.4 Suspected fraud, waste, or abuse will be reported in accordance with [System Regulation 10.02.01 Fraud Prevention](#) .

Related Statutes, Policies, or Requirements

[System Policy 29.01 Information Resources](#)

[System Policy 32.01 Employee Complaint and Appeal Procedures](#)

Contact Office

[Vice President for Information Technology & Chief Information Officer](#)