

**THE TEXAS A&M UNIVERSITY SYSTEM
HEALTH SCIENCE CENTER INTERNAL PROCEDURE**

29.01.03.Z1.14 Appendix A. Complaint Procedures for Electronic Information

Approve: April 20, 2011

Revise: (date)

Next Scheduled Review: (date)

Official Process

1. REPORTING

- 1.1 The Office of Information Technology is responsible for the processing of complaints about the use of electronic information resources. Complaints should be reported to this office through by email (infosecurity@tamhsc.edu), or phone (979) 436-0487. 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. OIT will acknowledge the receipt of each complaint.

- 1.2 The Office of 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 OIT will be referred to appropriate TAMHSC authorities for further action. Appropriate TAMHSC 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.