



MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT

2411 West 14th Street, Tempe, AZ 85281-6942

**TECHNOLOGY RESOURCE STANDARDS
COMPLAINT FORM**

Complaints alleging violation of the **Technology Resource Standards** Administrative Regulation shall be filed in writing, under signature of the complainant, with the Maricopa Community Colleges Office of Information Technology Services. Technology resources include, but are not limited to: desktop and laptop systems, printers, central computing facilities, district-wide or college-wide networks, access to the Internet, electronic mail or similar electronic information.

I. Description of alleged violation:

The complaint shall state with particularity the content or activity believed to be in violation.

II. Location of alleged violation:

- Location:** CGCC GWCC PVCC SCC
 DO GCC PC Skill Center
 EMCC MCC RSC SMCC
 Other:

URL or Other Resource

III. Complainant Information:

Name: _____

Contact _____ **Date:**

Number:

Signature: _____

IV. Initial Assessment:

Within five (5) working days of its receipt by the Office of Information Technology Services, a copy of the complaint in its entirety shall be sent to the User alleged to be responsible for the content or conduct at issue.

The Office of Information Technology Services, in consultation with MCCC'D's General Counsel will conduct an Initial Assessment as to whether the alleged use constitutes a *per se* violation.

A. Violation Determined:

Yes No

Date:

Explanation:

The User shall have five working days from the date of receipt of the complaint to voluntarily remove or amend the content at issue or cease the conduct complained of. If the User voluntarily removes or amends the content at issue or ceases the conduct complained of, no further review shall be undertaken.

B. Recommendation for Full Review:

Yes No

Date:

Comments:

V. **Full Review:**

A recommendation for Full Review shall occur within five (5) working days of the conclusion of the Initial Assessment. Notice shall be provided to the:

- Technology Resource User
- Employee Group President
- Instructional Council Chair
- College President or Designee
- Chancellor or Designee
- Designee named by Technology Resource User

If the User who is the subject of a complaint is a student, and the complaint involves the use of resources related to a course, student club or organization, the Full Review will be conducted by the instructor and Vice President of Academic Affairs, or the club advisor and Vice President of Student Affairs as appropriate.

VI. **Process:**

- Within ten (10) working days of the committee's composition being forwarded to the Office of Information Technology Services, the committee chair, in consultation with the User named in the complaint and the other committee members, shall establish a time to meet.
- The date shall be no more than 15 working days from the date the Office of Information Technology Services was notified of the committee composition.
- The committee shall make its determination no later than 20 working days from the date of its initial meeting to review and consider the complaint.
- The committee shall notify the Technology Resource User, the Office of Information Technology Services and the college president of its determination.
- If the committee determines that no violation occurred, the User shall not be required to remove the content or cease the conduct complained of.
- If the committee determines that a violation did occur, the college president shall be authorized to have the content removed or to prohibit access by the User to any MCCCDC resource being used to facilitate the violation.