

Policy Title: Complaint Resolution Process

Policy Type: Technology **New/revised:** Revised

Old Policy #: Complaint Resolution Process

Approval level: ☐ Board of Trustees
☒ President
☐ Vice President
☐ Other (specify here)

Purpose: To provide a procedure to facilitate the completion of Information Technology Services (ITS) Help Desk requests that the requester believes have remained unresolved for an extended period of time. This procedure is not intended to bypass the normal ITS Help Desk process.

Policy:

Procedure

1. When a request is made to the ITS Help Desk, the Help Desk representative will give the requester a ticket number. If a response time cannot be immediately provided, a subsequent email to the requester will include an estimated response time.
2. If there has been no resolution of the request within the expected response time, the requester should notify the Help Desk Supervisor at 439-3614.
3. If problems remain unresolved, notify the Associate Chief Information Officer and Chief of Staff for Information Technology Services at 439-8614.

Notes:

Approved: Information Technology Governance Council
Reviewed: February 2017
Active Since: October 2005

3/24/2017 – approved by the Board of Trustees.