



Use of departmental resources policy - Annex E

Internet, email and telephone policy: action to be taken

Relevant action to take when handling employee misuse of the telecommunications and/or computer system:

- an investigation must be carried out if it is suspected an employee has committed a disciplinary offence whilst using the computer or telecommunications systems
- for further details on the correct procedures to undertake when investigating potential misconduct, use the misconduct investigations policy
- a first offence of minor misconduct might result in no further action being taken apart from undertaking informal counselling, guidance or training if appropriate
- repeated minor, serious and gross misconduct would result in the matter being dealt with under the formal disciplinary procedures; information on the necessary steps that managers should take when dealing with misconduct of this nature can be found in the discipline policy
- under no circumstances may formal action be taken under the Home Office misconduct investigation and discipline procedures when misuse has been identified in the case of agency workers, contractors or consultants:
- line managers in the former UK Border Agency must inform their management unit who will contact the Home Office shared service centre (SSC); the SSC will be responsible for taking appropriate action with the external recruitment agency
- in the rest of the Home Office, responsibility will fall to the staff member who authorised the recruitment; they should contact the SSC who will then liaise with the recruitment agency

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