**INFORMATION TECHNOLOGY (IT) POLICY, GRIEVANCE REDRESSAL POLICY, AND FEEDBACK MECHANISM POLICY FOR FEDERAL POLYTECHNIC, OKO.**

**Version:** 1.0  
**Effective Date:** August 2024  
**Reviewed By:** Directorate of ICT and Ethical Standard Unit  
**Approved By:** The Rector and Management

**1. INTRODUCTION**

This document outlines the Information Technology (IT) Policy, Grievance Redressal Policy, and Feedback Mechanism Policy of Federal Polytechnic Oko. These policies aim to promote the secure, efficient, and ethical use of IT resources, provide a transparent process for addressing grievances, and establish a structured feedback system to foster continuous improvement.

**2. SCOPE**

These policies apply to all students, faculty, staff, contractors, vendors, and other stakeholders who interact with the polytechnic's resources and services, including:

* Institutional IT infrastructure (e.g., computers, networks, software)
* Academic, administrative, and research activities
* Workplace concerns and service delivery
* Feedback and improvement processes

**3. INFORMATION TECHNOLOGY (IT) POLICY**

**3.1 Acceptable Use Policy**

* IT resources must be used solely for academic, research, and administrative purposes.
* Users must maintain the confidentiality, integrity, and availability of IT systems.
* Unauthorized activities, including hacking, cyberbullying, and personal financial gain, are prohibited.
* Sharing of login credentials and unauthorized software installation is forbidden.

**3.2 Network & System Security**

* All devices connected to the polytechnic's network must have up-to-date antivirus software and security patches.
* Unauthorized devices must not be connected to the network.
* Remote access is only permitted through secure VPNs with IT approval.

**3.3 Data Protection & Privacy**

* Personal and institutional data must be stored securely and accessed only by authorized personnel.
* Any data breaches or security incidents must be reported to the IT department immediately.

**3.4 Software & Hardware Management**

* Only licensed and authorized software may be installed on institutional devices.
* All hardware purchases and disposals must be coordinated with the IT department.

**3.5 Internet & Email Usage**

* Institutional email accounts must be used for official communication.
* Users must not engage in phishing, spamming, or the dissemination of offensive content.

**3.6 IT Support & Maintenance**

* The IT department will provide technical support and conduct routine maintenance.
* Users must report hardware and software issues to the IT helpdesk.

**3.7 Policy Enforcement & Violations**

* Policy violations may result in disciplinary action, including loss of IT privileges, suspension, or legal measures.
* The polytechnic reserves the right to monitor IT usage for compliance.

**4. GRIEVANCE REDRESSAL POLICY**

**4.1 Principles of Grievance Redressal**

* **Confidentiality:** All grievances will be handled discreetly.
* **Transparency:** Clear procedures and defined timelines for grievance resolution.
* **Impartiality:** Fair and unbiased investigations.
* **Timeliness:** Prompt resolution to prevent escalation.
* **Non-Retaliation:** Protection against retaliation for good-faith complaints.

**4.2 Grievance Submission Channels**

Grievances may be submitted via:

* **Email:** grievance@federalpolyoko.edu.ng
* **Online Portal:** <https://www.federalpolyoko.edu.ng>
* **In-Person:** Written complaints to the designated officer.
* **Confidential Drop Box:** Available for anonymous complaints.

**4.3 Grievance Handling Process**

1. **Acknowledgment:** Grievances will be acknowledged within 48 hours.
2. **Investigation:** The Grievance Redressal Committee (GRC) will investigate and propose resolutions within 10-15 working days.
3. **Communication:** Outcomes will be communicated in writing.
4. **Escalation:** Unresolved grievances can be escalated to senior management or external authorities.

**4.4 Disciplinary Action & Corrective Measures**

* Valid grievances will prompt corrective action, including policy amendments or disciplinary measures.
* False grievances will be subject to review and potential disciplinary action.

**5. FEEDBACK MECHANISM POLICY**

**5.1 Principles of Feedback Collection**

* **Confidentiality:** Sensitive feedback will be handled securely.
* **Transparency:** Respondents will be informed of outcomes when applicable.
* **Timeliness:** Prompt review and action on feedback.
* **Constructiveness:** Solution-oriented feedback is encouraged.
* **Inclusivity:** Open to all stakeholders.

**5.2 Feedback Collection Methods**

**Employee Feedback:**

* One-on-one meetings
* Performance reviews
* Suggestion boxes (physical/digital)
* Online surveys
* Open forums

**Student & Stakeholder Feedback:**

* Online reviews and ratings
* Satisfaction surveys (e.g., CSAT, NPS)
* Support ticket follow-ups
* Focus groups and interviews

**5.3 Feedback Review & Response Process**

1. **Collection & Documentation:** All feedback will be recorded in a centralized system.
2. **Categorization & Prioritization:** Feedback will be classified by urgency and impact.
3. **Analysis & Action Planning:** Responsible departments will analyze trends and recommend actions.
4. **Communication:** Respondents will be informed of significant changes influenced by feedback.

**5.4 Monitoring & Continuous Improvement**

* Regular analysis of feedback data will drive policy and service improvements.
* The feedback mechanism will be reviewed periodically for effectiveness.

**6. POLICY REVIEW & AMENDMENT**

These policies will be reviewed annually and updated as necessary to align with technological advancements and regulatory standards. Changes will be communicated through official channels.

**7. ACKNOWLEDGEMENT & COMPLIANCE**

All Stakeholders must acknowledge and comply with these policies. Failure to comply may result in disciplinary action.

I have read and understood Federal Polytechnic Oko's IT Policy, Grievance Redressal Policy, and Feedback Mechanism Policy, and I agree to adhere to the outlined guidelines.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_