Strategic plan

Board of Directors

Independent Adjudicator

Mission Statement

Resolving student complaints with independence, impartiality and precision

Values and Hallmarks

We Value:

Quality: The OIA is a high quality organisation: we are thorough, consistent and have robust control mechanisms. We are committed to developing and training a highly professional staff team

Independence: The OIA Scheme is independent. We make decisions on merit and have strict rules to prevent undue external influence

Integrity: We understand that our organisational credibility is based on our integrity and strive always to be honest, inclusive and fair

Openness: Clarity, transparency and respect for diversity of opinion are essential to what we do

Service Ethos: We are conscious of the user perspective, aware of changing circumstances and responsive to feedback

Vision

By 2012 the quality of our adjudication, advice and guidance will mean that we are recognised as a major force for positive change in Higher Education within England and Wales

Organisational Aims

It is critical to our success that:

We provide an excellent Scheme to review student complaints based on the highest standards of adjudication and case management

We recruit and develop staff of the highest calibre to ensure excellence in service delivery

We review, analyse and discuss our work to promote consistency and fairness

We prize efficiency as a key benefit to our users; we are cost effective and time conscious

We are proactive in embedding and disseminating knowledge and skills acquired from our work within the Higher Education sector, helping to secure positive change

We actively manage the profile of the organisation to ensure a high level of awareness and credibility amongst stakeholders

Mini Visions

- Performance and Casework Management
- Knowledge Management
- Good Practice Dissemination
- Training and Mentoring
- First Contact
- Human Resources
- Organisational Support

Management Team Objectives

Appraisal Objectives

Operating Plans

In 2009 we have committed to:

Managing a rising number of complaints efficiently and effectively

Developing the operational capacity of the Office to allow us to become more user focused

Delivering through the Pathway Project evidence based recommendations to improve the Scheme