



Accessibility Adjustments

We want our service to be accessible to all who need and are entitled to use it. If you are a disabled student we may need to change our processes to help you use our service. If you think we can help you by making some adjustments, please let us know as soon as possible. We will then consider what can be offered. We can consider any request and have previously offered the following adjustments:

- Provided information in different formats, fonts, colours and sizes;
- Allowed additional time for comments or responses to be made;
- Taken complaints and comments orally over the telephone;
- Met with students in person;
- Prioritised or delayed our reviews to ensure that a student was able to engage fully with our review process;
- Arranged to correspond only on specific days;
- Tailored the length and content of correspondence;
- Provided oral recordings of our correspondence.

The adjustments that we can offer need to be personalised for the individual concerned and we hope you will tell us what adjustments you would find most helpful.

Our staff members are trained to deal with sensitive information and it is useful for us to have a good understanding of the difficulties you are facing, so that we can help. If you do not wish to disclose information about your disability to your case-handler, then you may send your request to the Casework Support Team Manager, Tim Cadd (timothy.cadd@oiahe.org.uk), for consideration.

We have to use our limited resources carefully to ensure our service is available to all students who need it. In some cases, we may ask for evidence which explains why the adjustment requested is appropriate, to help us decide whether it is reasonable. We will talk to you about the sort of evidence you might have available which might help us reach a decision.

Once we know what adjustments you would find helpful and we have any supporting evidence we need, we will assess what adjustments to make. In most cases this will be decided at the beginning of our review and we will usually continue to make them throughout our review process. If you disagree with our assessment you should let us know.

If you are not finding the adjustments helpful, please let us know. We can change the adjustments as we go through our processes, if it becomes clear that they are not appropriate.

To discuss any adjustments you might need please contact our Casework Support Team on 0118 959 9813 or e-mail enquiries@oiahe.org.uk.