

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the September edition of our Update for Points of Contact.

As our Point of Contact, you have an important role in helping us to review complaints about your provider effectively, and more widely in liaising with us and providing information that helps us to run our Scheme effectively.

Our Updates for Points of Contact are designed to help you in this role. You can also find information on our [website](#).

Our approach to deadlines and extensions

We will normally set a deadline for you and the student whenever we ask for information to be sent to us. We will always try to balance allowing a reasonable period of time to respond with the need to progress cases as efficiently as possible and to make sure the deadline we set is proportionate to the individual case. We expect providers to comply with the timescales we set but we know that there will be times when it is difficult for the student or the provider to meet a deadline. If you are having any difficulty meeting the deadline, it's important to let us know as soon as you can. Case-handlers will use their discretion to consider any reasonable request for an extension.

You can read our guidance about [our approach to extension requests](#) on our website.

Upcoming outreach

Webinars

We are running a number of Level 1 webinars over the coming weeks:

- **Introduction to the OIA and our resources** — Thursday 28 September, at 10am
This webinar will include an introduction to our Scheme and our remit, and explains how we look at complaints.
- **Fitness to practise** — Tuesday 10 October, at 10am / Thursday 12 October, at 10am.
This webinar looks at our approach to Fitness to practise and shares case studies.

Please visit our website for [more information](#) and to [register your interest](#) for both these webinars.

Discussion groups

We are also running some **Point of Contact discussion groups**. These sessions are an opportunity for you, and colleagues who also have expertise in complaints and appeals, to discuss topics with us and with colleagues from other providers. These sessions are running on:

- Tuesday 10 October, at 1pm
- Wednesday 11 October, at 1pm
- Thursday 12 October, at 1pm
- Tuesday 17 October, at 10am
- Wednesday 18 October, at 10am
- Thursday 19 October, at 10am

Please visit our website for [more information](#) and to [register your interest](#) in attending a discussion group.

You can read more about our upcoming outreach events on the [outreach pages](#) of our website.

Thank you for reading our Update for Points of Contact. If you have any questions, please email us at outreach@oiahe.org.uk.