

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the November 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](#).

Requests for Regulations

We recently contacted some of the providers in our Scheme to ask for copies of key regulations and procedures for our records. This helps us to avoid asking each time for individual procedures/regulations when we receive complaints. Like last year, the initial request hasn't been sent to all providers but we may make further requests if we think we need to. Please don't worry if your provider hasn't received a request, you don't need to take any further action at this time. Those of you who have received an email about this, please follow the guidance about how and when to submit the regulations. If you have any further questions about this, please email regulations@oiahe.org.uk.

OIA subscriptions

Following our recent correspondence, we will be issuing invoices for 2022 core subscriptions at the beginning of December. If you need us to include a purchase order (PO) on the invoice but have not yet raised the PO or sent it to us, please email it to subscriptions@oiahe.org.uk as soon as possible.

If you have already sent us a PO, the PO number will be shown on your invoice.

You can read more information about our subscriptions on [our website](#), or if you have any questions about our subscriptions, please contact us at subscriptions@oiahe.org.uk.

Festive break

This issue is the final Update for 2021, so we would like to wish you all a restful break when it comes and our best wishes for the festive season.

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