

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the June 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](#).

Contacting you

Speaking to you over the phone is a core part of our case-handling process and we ask providers to have arrangements in place to facilitate this. Please make sure that there is a number we can contact you on that your provider is happy to use to discuss casework and that is routinely monitored for calls and voicemail messages. Please note that we cannot hold personal/private mobile phone numbers.

With the summer holiday period approaching, please can you take a few moments to check your Point of Contact Delegate (and Point of Contact) information on [MyOIA](#) to make sure that it is current and that we have an up-to-date phone number to contact you or your appointed delegate.

Recruitment for our new Independent Adjudicator

We have now started our search for our next Independent Adjudicator to take up post when Felicity Mitchell's term of office ends in April 2023. More information is available on our [website](#).

Coming soon

Academic Misconduct outreach

We will soon be publishing details of our free Academic Misconduct webinars on our website.

We will be running a Level 1 webinar, Level 2 webinars and a Point of Contact discussion session on academic misconduct in July. Please keep an eye on the [outreach pages](#) of our website for further details and to register your interest.

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

This is a service email that provides important information and updates for you as our Point of Contact and is sent to all current Points of Contact