

# Update for OIA Points of Contact

Information for you as our Point of Contact



office of the  
independent  
adjudicator



**Welcome to the January 2023 edition of our Update for Points of Contact. Happy new year! We hope you enjoyed a restful break.**

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](#).

## **Good Practice Framework: Delivery learning opportunities with others — online discussion sessions**

During 2023 we will be reviewing the [Delivering learning opportunities with others](#) section of our Good Practice Framework. To help inform the initial stages of our review, we are inviting you to a series of informal online discussion sessions themed around some of the broad areas we think it could be helpful to address.

The aim of these discussions sessions is hear from you, to learn more about existing practice at providers, to begin to explore areas you would like our review to address, and to help understand how the section is currently being used by providers and SRBs. The webinars/discussion sessions are expected to run for up to 90 minutes and will take place on the following dates and times:

- Tuesday 31 January | 1pm
- Thursday 2 February | 10am
- Wednesday 8 February | 10am & 1pm

You can learn more about the discussions and [register your interest](#) on our website.

## **Core subscriptions**

Thank you to our members who have paid their 2023 core subscription invoices, we appreciate your prompt payment. We will shortly be issuing reminders for invoices that are now overdue. If you have not yet paid your 2023 core subscription, please arrange payment as soon as possible, quoting your invoice number in the payment reference. If you have any questions regarding your invoice, please contact us at [subscriptions@oiahe.org.uk](mailto:subscriptions@oiahe.org.uk).

## **Case statements**

If we have received or closed complaints about your provider during 2022, we will have issued you with an Interim Statement on Wednesday 18 January 2023. This statement combines case information relevant to the case element of our subscription, together with information about the number of complaints received and closed, which forms the data we use for our Annual Statements. If you identify any discrepancies between our records and your own, please let us know by sending an email to [membership@oiahe.org.uk](mailto:membership@oiahe.org.uk).

## **Coming soon**

We will be publishing our Operating Report for 2022 and Operating Plan for 2023 towards the end of the month. The Operating Report will record the progress we achieved last year against our 2022 Plan, and the Operating Plan will outline what we intend to do this year to advance our strategic priorities.

## **In case you missed it**

### **Scheduled downtime for our MyOIA portal**

As you know, we're upgrading our MyOIA portal to make it more secure and easier to use. We sent you an email on 17 January to let you know that in order to transfer to the new system some of our IT systems will be down and so you will be unable to access MyOIA (or the online Complaint Form) from **6pm on Wednesday 25 January to the morning of Monday 30 January**. During this time our case-handlers will have limited access to our database and may not be able to answer your queries immediately. You will then be able to access the upgraded MyOIA portal on Monday 30 January. You can find out more about the changes on [our website](#).

If you have any questions in the meantime, please email us on [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk).

**Thank you for reading our Update for Points of Contact. If you have any questions, please email us at [outreach@oiahe.org.uk](mailto:outreach@oiahe.org.uk).**