

# Our Strategy

[www.oiahe.org.uk](http://www.oiahe.org.uk) | January 2025

## Our charitable purpose

Our charitable purpose is to advance education for public benefit through the independent review of student complaints in England and Wales and by using learning from complaints to help improve policies and practices.

## Strategic purpose

To improve students' experiences by resolving complaints fairly and independently and using the learning we gain to influence change.

## Objectives

### 1. To be Trusted

- To deliver fair decisions
- To treat everyone equitably
- To improve students' experiences
- To listen and act independently and
- To be reasonable

And Valued for our

- Expertise
- Integrity
- Efficiency

### 2. To have Impact so that the Sector is better at:

- Handling complaints
- Using learning from complaints and wider experience to bring improvements.

# Priorities

We have four priority areas of work which are:

## 1. Casework

To fundamentally review our casework process to ensure it has service users at its heart, is as efficient as possible and is focused on effective resolution and remedy.

## 2. Stakeholder engagement

To increase the effectiveness of our influencing in support of our objectives.

## 3. Strengthening our evidence base (data and insights)

To improve the quality of our evidence, both data and insight, to improve our organisational performance and effectiveness of influencing.

## 4. Organisation and cultural development

To increase the effectiveness of the organisation, to build on and strengthen our one organisation approach, ensuring we can respond to the demands of the other priorities, and create an environment in which all our people can thrive.

# Values

Our values inform everything we do. We recruit people who share our values and are committed to our strategic purpose, and we reflect our values in our work.

Our values are:



Integrity and independence



Quality



Openness and accessibility



Service ethos



Engagement



Equality and diversity