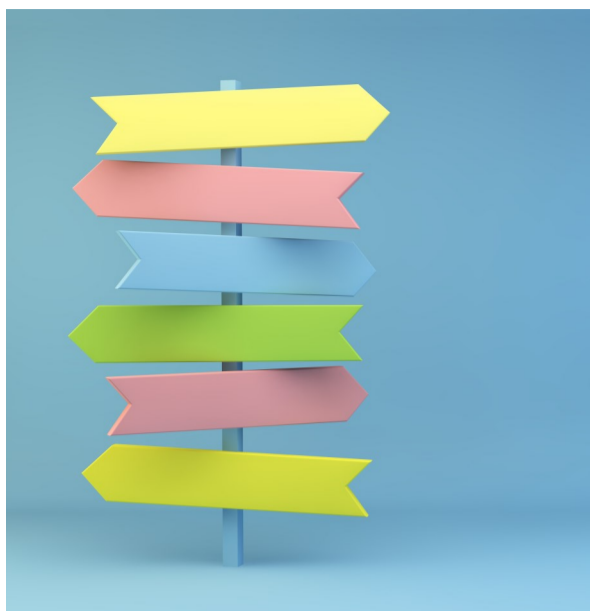


# Update for OIA Points of Contact

Information for you as our Point of Contact



office of the  
independent  
adjudicator



## Welcome to the March 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 information

During our reviews we ask Points of Contact to send information to us to help us carry out our review. Even though we try to make sure that our information requests are proportionate, the information we need can be quite extensive, particularly in more complex cases. It is helpful if this information is well organised and presented so everyone involved in the complaint can navigate the information quickly and easily, which in turn speeds up the review process. We provide guidance on how best to prepare and share this information with us on our [Information Requests](#) webpage. We hope you find this helpful.

## Completion of Procedures Letters

The deadline for submitting the number of Completion of Procedures Letters issued by your provider in the calendar year ending 31 December 2022 has now passed. Thank you to everyone who has provided this information. If you have not yet done so, please can you email [membership@oiahe.org.uk](mailto:membership@oiahe.org.uk) with this information as soon as you can.

## Reminder: our new MyOIA portal is live

We recently launched our new [MyOIA portal](#) to make it more secure and easier to use for students and providers. As our Point of Contact the portal allows you to track complaints about your provider, view and upload information to complaint files, maintain contact details for your colleagues who also need to access MyOIA and view details of your provider's membership of our Scheme. If you haven't already done so you will need [to create a new account](#) to access MyOIA.

Thank you to everyone who has shared feedback about the new portal so far. This has helped us to update our [MyOIA help pages](#) to ensure that you have the information you need to make best use of the portal. If you have any questions or comments you would like to share about MyOIA please [get in touch](#).

## In case you missed it

### Academic misconduct case summaries and casework note

We have published some [case summaries](#) and a [casework note](#) about complaints relating to academic misconduct on our website.

### Requests for regulations

We recently contacted some providers to ask for copies of key regulations and procedures for our regulations database. Thank you to those who have already sent them to us. If we sent a request to your provider and you haven't yet sent them to us, please follow the instructions included in the request email to submit them as soon as possible as the **deadline is 31 March 2023**.

**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).**

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