

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the December 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](#).

Update to the Good Practice Framework published

We have published the revised **Good Practice Framework: Handling complaints and academic appeals** and related documents on our website.

We are very grateful for the many positive and constructive responses to our consultation on the draft revised version of this section of the Good Practice Framework from staff working at providers, student representative bodies, and sector organisations, and for the helpful input from our Steering Group.

The main developments in the revised section are:

- Updating the language of the principles, and separating them into a standalone part of the Good Practice Framework to make it clearer that they apply across all sections of the Framework
- An additional document to explain what we mean when we talk about bias, in response to feedback that identified this as a key area where clarification would be helpful
- New or expanded guidance on what to do when more than one process might apply, complaints about student representative bodies, complaints about behaviour of staff or other students, and group complaints
- Bringing together the guidance on the process for both complaints and appeals to help avoid duplication – but still drawing distinctions between the two processes where necessary.

Following the consultation we made some further changes and additions to the [section](#) to further develop the guidance or clarify the meaning, and added some more case studies to illustrate some points. We also made some changes to the [Principles](#) and [Bias](#) documents.

Provider Liaison Officer

From January, [Rebecca Abraham](#), will be providing temporary cover for Gemma Slade as our Provider Liaison Officer.

Festive break

This issue is the final Update for 2022, but please keep an eye out for our e-newsletter next week. In the meantime, we would like to wish you all a restful break when it comes and our best wishes for the festive season.

In case you missed it

MyOIA portal

We have put back the launch of our updated MyOIA portal. This means that the existing portal will be available to you throughout December and into the New Year. We now expect to launch the updated portal around the end of January 2023 and we will send you more information nearer the time.

If you have any questions in the meantime, please email us on enquiries@oiahe.org.uk.

We're sorry for any inconvenience this change of schedule may cause and thank you for your patience.

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