

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the September 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](#).

Responding to the cost of living crisis: learning from complaints

The current cost of living crisis is causing a great deal of anxiety across the country and the impact of rising energy, food and transport costs is having a significant impact on many students. We have drawn together some relevant [learning from complaints](#) that we hope will be helpful to students, those who support them and higher education providers as everyone tries to manage the impact of cost of living pressures.

Update to MyOIA portal

We're currently making some improvements to the functionality of our MyOIA portal. We are hoping to launch the updated portal around the end of November and we would be very grateful for volunteers to help us with some testing and feedback before this goes live. If you would be willing to help us for an hour or two with this, please email us on membership@oiahe.org.uk.

Please keep an eye out for more information on this in the next Update for Points of Contact.

Regulations

We will shortly be contacting you to ask for copies of your key regulations and procedures for 2022/23, for our records. This helps us to avoid asking each time for individual procedures/regulations when we receive complaints. If you already have these, please send them by email to regulations@oiahe.org.uk.

Are your contact details up to date?

The start of the academic year is a good time to review your contact information and make sure that your Point of Contact details on [MyOIA](#) are up to date. We also recommend that your provider nominates a Point of Contact Delegate, if one isn't already in place. Please let us know about any changes as soon as possible via the MyOIA portal. If you have any difficulty with this, please email membership@oiahe.org.uk.

In case you missed it

Good Practice Framework - Handling complaints and academic appeals

We have published for consultation an updated version of the Good Practice Framework: Handling complaints and academic appeals.

We welcome your comments on the draft Section. The closing date for responses to the consultation is **31 October 2022**. We will publish the final updated version of the section towards the end of the year.

[View and respond to the consultation](#)

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