

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the December 2024 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](#).

Casework note and case summaries on complaints relating to student transfer

We have published a [casework note](#) and some [case summaries](#) of complaints about student transfer. The casework note sets out some of the issues we see in the small number of complaints we review from students who have transferred to a new course, campus or provider before completing their studies.

Early resolution and settlement

Exploring early resolution, with any eligible complaint, is a normal part of our process and we are open to settlements at all stages up until we issue our decision. But any offer of settlement in a case is entirely at the provider's discretion. We've found early resolution has many benefits, such as decreasing the time taken to conclude the case. This includes significantly decreasing the time a provider might spend in compiling an information request. The timeliness element also helps cases where the offer includes an academic remedy for the student to return to study, without further delay. It has also given the opportunity for more flexible remedies and maintains relationships between the provider and the student where the relationship is ongoing.

To do this, we might explore with you as early as receipt of our Complaint Form whether there is scope to reach a mutually agreeable conclusion between both the provider and student. This might include, for example, cases where there's already upheld elements of the complaint and the requested remedy is not far from the one already being offered. Or in cases where it appears that there is a clear error based on the information we've been given so far. We don't pursue settlements because we feel sorry for an individual's circumstances, nor do we intend to secure an offer for every student. We are always mindful of not prolonging a case to the point where there may be a detrimental impact on the wellbeing of the student or on the efficacy of the remedy. In some circumstances settlements are not suitable, and in those cases, we will proceed with a full review.

As part of any settlement discussion, we may give you an indication of when we believe a full review is likely to result in a Justified or Partly Justified decision. But this indication will be based on an initial review of the documents we have at the time. A settlement approach from us can be just the start of a conversation. If you don't think a settlement offer is appropriate; you disagree with our initial view on the case; and/or have more information that you think would make a difference to our review - we encourage you to contact us to discuss the case. We are also keen to hear from you if you think it may be possible to settle a case, but we haven't yet raised this possibility. If the provider makes an offer of settlement which we consider to be reasonable, and the student rejects it, we will take this into account when we review the complaint. In some cases, this results in a Not Justified outcome (on the basis of a Reasonable Offer).

Core subscription invoices

We have recently issued our 2025 core subscription invoices. Please note that payments are due by 10 January. If you have any questions about your recent invoice or if you need to send us a purchase order, please email our Subscriptions Team at subscriptions@oiahe.org.uk.

Festive opening times

Please be aware that we will have different opening hours over the festive period:

- 23 December: 9am - 5pm
- 24 December: 9am - 3pm
- 25-26 December: closed
- 27 December: 9am - 5pm
- 28-29 December: closed
- 30 December: 9am - 5pm
- 31 December: 9am - 3pm
- 1 January: closed
- 2 January: normal hours resume

As 2024 draws to a close we would like to extend our warmest wishes for the festive season and the New Year to you all.

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