

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the January 2025 edition of our Update for Points of Contact. Happy new year! We hope you enjoyed a restful break.

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](#).

Reminder for provider regulations 2024-25

Thank you to everyone who have already replied to our request for regulations. If you have received a request but not yet sent your provider regulations for 2024-25, please send your these by email to regulations@oiahe.org.uk **no later than 5pm on Friday 31 January 2025.**

Outreach

Webinars

We are running some free Level 1 webinars in February:

- **An Introduction to the OIA and our resources** — Tuesday 11 February, at 10am.

This webinar is aimed at anyone working with students or in students' unions who would like to know more about who we are, what we do, and how we do it.

If you would like to attend, please [register your interest](#).

- **Accommodation complaints** —
 - * Tuesday 25 February, at 10am
 - * Thursday 27 February, at 10am.

This webinar provides an overview of complaints about student accommodation. It will look at disruption, eviction and disciplinary proceedings, highlighting key points for providers to be aware of, the OIA's approach to these cases and case studies.

If you would like to attend, please [register your interest](#).

Student Representative Bodies Workshop

We are running a free online workshop aimed at Students' Unions, Students Associations and other representative bodies who advise or guide students through their provider's internal procedures.

- **Building bridges, breaking barriers: supporting disabled students in complaint and appeals** — Thursday 27 March, 9.30am-1pm

Please forward this to any colleagues who may be interested in attending. [Further information](#) about this workshop is available on our website, where they can also [register their interest](#).

In case you missed it

In December, we 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.

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