

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the October 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 MyOIA portal

We are working towards introducing our updated portal in December. Our updated MyOIA portal will allow you to:

- See an overview of all your provider's cases with us, which you can click on to view in more detail
- Upload documents directly to a case file (rather than emailing them to us separately)
- Review documents submitted by the student
- Maintain and update the details of those staff at your provider that can access our information.

We will be sharing some further guidance and training before the new portal is available. Please look out for details of how to access this training, which we will be sharing in November.

In the meantime, if you have any questions or particular concerns, please email us on membership@oiahe.org.uk.

Our approach to deadlines and extensions

We will normally set a deadline for you and the student whenever we ask for information to be sent to us. We will always try to balance allowing a reasonable period of time to respond with the need to progress cases as efficiently as possible and to make sure the deadline we set is proportionate to the individual case. We expect providers to comply with the timescales we set but we know that there will be times when it is difficult for the student or the provider to meet a deadline. If you are having any difficulty meeting the deadline, it's important to let us know as soon as you can. Case-handlers will use their discretion to consider any reasonable request for an extension.

You can read our [guidance](#) about our approach to extension requests on our website.

In case you missed it

Good Practice Framework: Handling complaints and academic appeals

Thank you to those of you who have already responded to the consultation on an updated version of the Good Practice Framework: Handling complaints and academic appeals.

If you haven't yet responded, we welcome [your comments](#) on the draft updated 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.

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