

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the January 2024 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](#).

Requests for regulations

We will shortly be contacting some providers to ask for copies of key regulations and procedures for our regulations database. Please note that to make these requests proportionate, we don't contact every provider to ask for these each year. If you would like to send your regulations to us, please send them in PDF or word format to regulations@oiahe.org.uk.

MyOIA portal

As our Point of Contact the portal allows you to track complaints about your provider, view and upload information to complaint files, maintain contact details for your colleagues who also need to access MyOIA and view details of your provider's membership of our Scheme. If you haven't already done so, please create your account on [MyOIA](#). Guidance on how to create new accounts and upload files is available on the [MyOIA help pages](#) of our website.

Please note that our MyOIA portal will be unavailable on **Thursday 18 January between approximately 12.15pm and 1pm**, owing to essential maintenance.

Coming soon

In the next few weeks, we will be publishing:

- Our Operating Report for 2023 and Operating Plan for 2024. The Operating Report will record the progress we achieved last year against our 2023 Plan, and the Operating Plan will outline what we intend to do this year to advance our strategic priorities.
- Case summaries on complaints relating to accommodation.

We will also be consulting on some proposed changes to the Rules of our Scheme, which are mainly to take account of some legislative provisions in the Higher Education (Freedom of Speech) Act 2023. .

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