

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](#).

Upcoming webinars on internal procedures

Earlier this year we ran a project looking at relevant internal procedures at a sample of providers. We are now offering webinars to share learning from the project, as well as providing some top tips to keep in mind when drafting and amending procedures, and signposting students to our Scheme. The sessions also include opportunities to share practice with other attendees and to ask us any questions you have. We limit numbers on each session so that attendees have full opportunity to join in discussions. Please see our [outreach webpages](#) for more information and to register your interest in joining a session.

OIA subscriptions

We hope you will have now received our letter about our subscriptions for 2022 that we have sent to all providers that are members of our Scheme. We have also updated the information about our subscriptions on our [website](#).

If your provider needs us to include a purchase order number on your invoice which will be sent out in early December, please send the number to subscriptions@oiahe.org.uk by Friday 12 November 2021. If you have any general enquiries about our subscriptions please don't hesitate to contact us at enquiries@oiahe.org.uk.

Please also remember to let us know if your higher education provision arrangements change or if you no longer meet the definition of a "qualifying institution" for membership of our Scheme – for example, if you register with the Office for Students or change your higher education delivery – as this may impact your membership and subscription arrangements.

Points of Contact information

Please let us know about any changes to Point of Contact details via the [MyOIA Portal](#) or by emailing us at membership@oiahe.org.uk. If you would like us to use a different contact for invoicing (eg Accounts Payable), please send us these details too. You can find more information about the role of Points of Contact on [our website](#).

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