

Update for OIA Points of Contact



office of the
independent
adjudicator

Information for you as our Point of Contact



Welcome to the first edition of our new Updates 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](#).

Are your contact details up to date?

As the summer holidays approach, this is a good opportunity to make sure that your Point of Contact details on [MyOIA](#) are up to date. We need to be able to contact providers throughout the year, including during the holiday season. Students submit complaints to us all year round, so it's important to make other arrangements for the times you will be unable to deal with us yourself.

We strongly recommend that you or the provider nominates a Point of Contact Delegate, if you haven't already done so, who will be able to help us if you are unavailable for any reason. If you would also like to nominate a different contact specifically for invoicing (eg accounts payable), please send these details to us at membership@oiahe.org.uk.

Please let us know about any changes as soon as possible via the [MyOIA](#) portal. If you have any difficulty with this, you can email us at membership@oiahe.org.uk.

Outreach

We have recently introduced three new topics to our webinar programme. The level two webinars are an opportunity to discuss case examples about student disciplinary issues, and about issues which postgraduate students raise in complaints and appeals. The new level one webinar explores some of trends in complaints we have received about service issues, particularly around delivery of the student's academic experience. These sessions are proving very popular and are currently fully booked, so we intend to offer more opportunities to join us for these topics during the autumn. We also expect to add to our programme of webinars with some discussions about core complaints handling principles and processes, and about the Good Practice Framework for handling complaints and academic appeals.

If there are any topics which you would be interested in hearing more about, please do let us know, by emailing us at outreach@oiahe.org.uk.

Our Higher Education Advisory Panel

Do you have a colleague who would be interested in joining our Panel?

We are looking to appoint up to three new panel members to serve on our [Higher Education Advisory Panel](#) from July 2021 for three years in order to replace retiring members and maintain a balance of expertise on the Panel.

Our Higher Education Advisory Panel gives us advice on general questions of practice in the higher education sector relating to our review of students' complaints. This helps us to keep in touch with the sector and understand common practice in higher education providers.

The new members will either be able to offer current experience of working as a students' union advisor, or at a senior administrative level at a higher education provider or managing higher education at a further education provider. For further information about the role, you can read more on [our website](#). The closing date for applications is 18 July 2021.

Please note that current OIA Points of Contact can't serve as members of the Panel.

Coming soon...

Please keep a look out for some further case summaries of coronavirus-related complaints that we'll be publishing in a few weeks' time, 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.