

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the June 2024 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](#).

Casework note and case summaries on complaints relating to postgraduate students

We have published a [casework note](#) and some [case summaries](#) of complaints relating to postgraduate students. The casework note draws out some themes from complaints we have seen from postgraduate students.

Complaint list enhancement on MyOIA

You can now view “Completion of Procedures Letter date” and “complaint category” information in the complaint list on MyOIA. The “COP Letter date” is visible for both open and closed complaints, and the “complaint category” is displayed only when a complaint has been closed.

The information in these fields is used for OIA reporting purposes and is included in our [Annual Statements](#), so please check our data against your own records regularly. If you have any questions about the information on MyOIA, please contact the case-handler.

Outreach

Webinars

We are running some new Level 1 and Level 2 webinars on complaints relating to postgraduate research and supervision in July:

Level 1 webinar — this webinar explores good practice in the handling of casework related to postgraduate research and supervision. You will hear about themes in the complaints we see from postgraduate students and we will discuss case examples and our approach.

- Tuesday 16 July 2024, 1pm
- Wednesday 17 July 2024, 1pm

Please visit our [website](#) for more information and to [register your interest](#).

Level 2 webinar—this interactive webinar provides an opportunity for you to discuss approaches, and how to address casework relating to postgraduate research and supervision with colleagues from other providers and with our staff.

- Thursday 18 July, 10am and 1pm

Please visit our [website](#) for more information and to [register your interest](#).

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