

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator

Welcome to the April 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](#).



Outreach

Webinars

We have some remaining spaces available on our Level 1 webinars on placements and on delivering learning opportunities with others:

- Tuesday 30 April at 1pm / Wednesday 1 May at 10am — Placements
- Wednesday 1 May at 1pm / Thursday 2 May at 10am — Delivering learning opportunities with others

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

Sharing learning

Through our outreach, we share learning from our casework. It's important to us that student advisors and providers find our content useful and engaging. We would be grateful if you would take two minutes to [let us know](#) what you'd like to know more about and what format you'd find most helpful.

In case you missed it

Casework note and case summaries

We have published a [casework note](#) and some [case summaries](#) about complaints relating to placements on our website.

Coming up

2023 Annual Report

We will be publishing our 2023 Annual Report around the middle of May.

The Report will include information about the complaints we saw in 2023, how we share learning from complaints and work with others in the higher education sector, and about developments in our organisation over 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.

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