

Update for OIA Points of Contact

Information for you as our Point of Contact



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independent
adjudicator



Welcome to the March 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](#).

Completion of Procedures Letters

The deadline for submitting the number of Completion of Procedures Letters issued by your provider in the calendar year ending 31 December 2021 has now passed. Thank you to everyone who has provided this information. If you have not yet done so, please can you email membership@oiahe.org.uk with this information as soon as you can.

Requests for information

During our reviews we ask Points of Contact to send information to us to help us carry out our review. Even though we try to make sure that our information requests are proportionate, the information we need can be quite extensive, particularly in more complex cases. It is helpful if this information is well organised and presented so everyone involved in the complaint can navigate the information quickly and easily, which in turn speeds up the review process. We provide guidance on how best to prepare and share this information with us on our [Information Requests](#) webpage. We hope you find this helpful.

Does your provider still offer higher education courses?

Under our Rules, we can look at complaints from anyone who is or was a student registered at a higher education provider, or anyone who is or was studying for one of the higher education provider's awards, if the provider is a member of our Scheme.

Students at some providers can complain to us no matter what course they are or were studying on. Students studying at other providers can only complain to us if they are or were on a higher education (HE) course. You can find a list of these providers on [our website](#).

The definition of HE under our current Rules (April 2018) is quite broad and you can find more information about this in [the glossary](#) on our website. Please let us know if your provider no longer provides higher education courses.

In case you missed it

Webinar topics for 2022

We want to make sure that our outreach programme provides information and webinars on the topics that best meet your needs. If you haven't yet had a chance to do so, but would like to let us know your thoughts, please answer these [five questions](#) to help us provide the webinars that you would most like to attend. We'd really like to hear your feedback.

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