

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the March 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](#).

Requests for regulations

Thank you to the many providers who have sent us copies of their regulations, following our request. If you have not yet submitted these, please send them to us by the deadline of 5pm on Friday 29 March 2024.

Placement casework note and case summaries

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

Outreach

Webinars

We are running some 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](#).

Have you given us your Point of Contact Delegate contact details?

We ask all providers to nominate a Point of Contact Delegate for us to contact if their Point of Contact is away for any reason. Please take a moment to check that we have up-to-date Point of Contact Delegate contact details for your provider and that they have access to MyOIA. Speaking to providers over the phone is a core part of our case-handling process, so please make sure that you provide a contact telephone number that we can use to discuss casework, and that is routinely monitored for calls and voicemail messages. Please note that we can't hold personal/private mobile phone numbers.

Consultation on the Rules of our Scheme

Thank you to everyone who responded to the consultation on some proposed changes to the Rules of our Scheme. As a result of the Higher Education (Freedom of Speech) Act 2023, we need to make a change to the OIA Scheme Rules. We are also taking the opportunity to update our Rules more generally.

The consultation has now closed and we are considering the responses. We plan to bring the updated Rules into effect from 1 August 2024, to align with the start of the OfS free speech complaints scheme.

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