

Update for OIA Points of Contact

Information for you as our Point of Contact



Welcome to the June 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

We recently contacted some providers to ask for copies of key regulations and procedures for our regulations database. Thank you to those who have already sent these to us. We have collated them and will soon be following up with the remaining providers who have not yet replied. We have not approached all providers this year, but if you do receive a request from us please respond as soon as possible.

Subscriptions — case-related element

In May we issued invoices to providers who incurred a [case-related element of subscriptions](#), for cases received in 2022. Please note that payment is due by 27 June 2023. If you require a purchase order number to be included on the invoice and have not yet sent us your purchase order, please send it to subscriptions@oiahe.org.uk as soon as possible.

Up-to-date contact details

It's important that your Point of Contact and Point of Contact Delegate details are kept up to date, so please let us know about any changes as soon as possible, preferably via the [MyOIA](#) portal. If you have any questions about the MyOIA portal, please refer to our [online help pages](#), or please contact us at enquiries@oiahe.org.uk or on 0118 959 9813.

Upcoming outreach

Webinars and discussion groups

Our non-academic misconduct Level 2 webinar and Point of Contact discussion groups are now fully booked, however, we still have some spaces left on our Level 1 webinar on non-academic misconduct:

- **Non-academic misconduct Level 1** webinar — Tuesday 4 July, at 10am / Wednesday 5 July, at 10am.

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

Workshop

Our online workshop on early resolution, settlement and mediation was well attended and received.

“This was a really helpful event and I would highly recommend it to others. It was really well organized which allowed us to make the most of the time available, which is so important when you are busy, it felt like a really good time investment. Thank you.”

Please keep an eye on the [outreach pages](#) of our website for more outreach events in the coming months.

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

