

Update for OIA Points of Contact

Information for you as our Point of Contact



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independent
adjudicator



Welcome to the May 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](#).

Annual Statements

We will be publishing Annual Statements for 2021 later this month on [our website](#). We publish an Annual Statement for each provider that is a member of our Scheme to give an overview of the number of complaints we received, the type and outcomes of complaints, and information about the provider's engagement with us during the year. The deadline for comments on draft Annual Statements has now passed but if you have any questions please get in touch with membership@oiahe.org.uk.

Review of case-related element of subscriptions

We're planning to review the case-related element of subscriptions this year to make sure that it continues to work as fairly as possible for all providers. We will broadly be considering areas such as the structure of the case element, and the balance between the case element and the core subscription. In the course of our wider engagement work, for example in the context of the introduction of the Large Group Complaints process, we have received some feedback about the case element, and we are now looking to build on this by holding one or more discussion groups to talk about it in more detail. If you would be interested in taking part, please email us at subscriptions@oiahe.org.uk.

Webinar — An introduction to the OIA and our resources

We are running our [Introduction to the OIA and our resources](#) webinar on Thursday 9 June, at 10am. This free level 1 webinar is ideal for anyone working at a provider or a students' union or other student representative body who would like to know more about who we are, what we do and how we do it. If you would be interested in attending, please [register your interest](#).

Outreach — in person or online?

We're considering the most appropriate balance of online and in-person outreach going forward. We would be grateful if you could answer these [four questions](#). Thank you for taking the time to share your views with us.

In case you missed it

Annual Report 2021

Earlier this month, we published our [Annual Report for 2021](#).

The Report includes information about the complaints we saw in 2021, 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.