

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the December 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](#).

Core subscriptions

Thank you to our members who have paid their 2024 core subscription invoices, we appreciate your prompt payment. If you have not yet paid your 2024 core subscription, please arrange payment by 10 January, quoting your invoice number in the payment reference. If you have any questions regarding your invoice, please contact us at subscriptions@oiahe.org.uk.

Outreach

We would like to thank everyone who has attended a webinar, discussion group or workshop this year. We are grateful for your engagement and helpful contributions. Please keep an eye on the [outreach pages](#) of our website, as we will be publishing more information about our 2024 outreach programme in the new year.

Festive opening hours

Please be aware that we will have different opening hours over the festive period:

- 18-21 December: 9am – 5pm
- 22 December: 9am – 3pm
- 25-26 December : closed
- 27-28 December: 9am – 5pm
- 29 December: 9am – 3pm
- 1 January: closed

This issue is the final Update for 2023. As 2023 draws to a close we would like to extend our warmest wishes for the festive season and the New Year to you all.

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