

Update for OIA Points of Contact

Information for you as our Point of Contact



Welcome to the February 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](#).

Request for Regulations

In the November update we let you know that we were contacting some providers to ask for copies of key regulations and procedures for our regulations database. Thank you to those of you who have already sent them to us. If we sent a request to your provider and you haven't sent them to us already, please follow the instructions for submitting them that were included in the request email as soon as possible as the deadline has now passed.

Completion of Procedures Letters data return

We recently made our annual request for information about the number of Completion of Procedures (COP) Letters issued by your provider in 2021. Thank you to those of you who have already sent that information to us. If you haven't yet done this, please submit the information [via this link](#) by 25 February 2022. You will find the HEP code you'll need to complete the form in the original request email.

If your provider has only joined our Scheme recently, you won't have received a request and there is no need to submit this information to us. We'll contact you next year to ask for the number of COP Letters issued in the first full year your provider was a member.

Point of Contact phone numbers

Picking up the phone is often the most efficient and effective way to resolve straightforward information requests, clarify issues and discuss opportunities for settlement. Early in the pandemic we tried to be as flexible as we could when communicating with you, as we understood that providers needed time to adjust to working remotely. However, speaking to providers over the phone remains a core part of our case-handling process and **at this stage we expect providers to now have arrangements in place to facilitate this**. Please take a few moments to check your Point of Contact and Point of Contact Delegate information on MyOIA to make sure we have an up-to-date phone number should we need to speak to your provider. Please note that we cannot hold personal/private mobile phone numbers; the nominated contact number should be one used for professional purposes, that your provider is happy to use to discuss casework and that is routinely monitored for calls and voicemail messages.

Webinar topics for 2022

With a wide range of interests among our providers, we want to make sure that our outreach programme provides information and webinars on the topics that best suit your needs. 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 thoughts.

Student discussion groups

We run student discussion groups throughout the year so we can hear directly from students about their different perspectives and study experiences.

Our next discussions will take place on 15, 16 and 17 February. However, if you could put us in touch with students who might be interested in taking part in our April discussions please email outreach@oiahe.org.uk or call 0118 959 9813 and ask to speak to Barry, our Student Liaison Officer.

Free Student Representative Bodies workshop

We are holding our next FREE online workshop for student representative bodies, **Spotlight on casework: advocacy and support for students with complaints**, on **Thursday 24 March 2022**.

This introductory [workshop](#) is aimed at Student Representative Body staff, including student advisers and sabbaticals officers. It is a great opportunity to learn about the work that we do at the OIA, run through some case studies and get a chance to network and exchange good practice.

If you think colleagues at your students' union, association or guild might be interested in joining this workshop, they can [register](#) here.

In case you missed it

We recently published our Operating Report 2021 and our Operating Plan 2022. We also announced that Felicity Mitchell, our Independent Adjudicator, has decided to leave the OIA when her current term of office ends in April 2023. You can find more information on our [Latest News](#) page.

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

