

# Update for OIA Points of Contact



office of the  
independent  
adjudicator

Information for you as our Point of Contact



## Welcome to the July 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](#).

## Good Practice Framework—Handling complaints and academic appeals

We've had some very helpful discussion webinars on the Handling complaints and academic appeals section of our Good Practice Framework and we're grateful to everyone who took the time to share their thoughts with us. We're now preparing a draft updated version of the section. We'll publish this for consultation later in the year, so there will be further opportunities for providers, student representative bodies (SRBs) and the wider sector to feed in.

Felicity Mitchell, Independent Adjudicator, recently wrote an [article](#) discussing the update of this section and some of the areas we have already identified that we would like to develop or expand.

## Case summaries

We are planning to publish some case summaries of complaints relating to pregnancy, parenthood and childcare later this week. Please visit the [Case summaries](#) page on our website.

### In case you missed it

#### Review of case-related element of subscriptions

We're reviewing the case-related element of subscriptions this year to make sure that it continues to work as fairly as possible for all providers. We're broadly considering areas such as the structure of the case element, and the balance between the case element and the core subscription. It's not too late to join one of the discussion groups we're holding to talk about this in more detail. If you would be interested in taking part, please email us at [subscriptions@oiahe.org.uk](mailto:subscriptions@oiahe.org.uk) by the end of July.

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