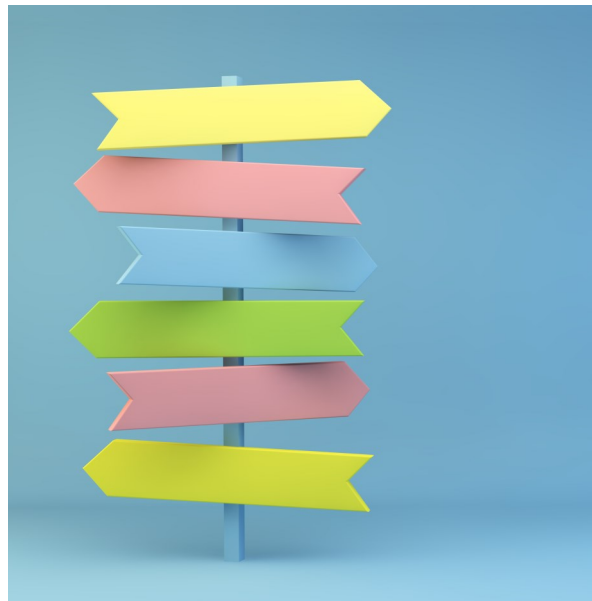


Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the September 2024 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](#).

Outreach

Webinars

In October, we are running some new Level 1 and Level 2 webinars on complaints relating to service issues:

Level 1 webinar — led by the OIA, this webinar will cover background information on complaints relating to service issues, including complaints about course delivery, facilities, and whether their experience of higher education met their expectations.

- Tuesday 15 October 2024, 1pm
- Wednesday 16 October 2024, 10am

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

Level 2 webinar — this interactive webinar provides an opportunity for you to discuss case studies (which you will be sent in advance).

- Wednesday 16 October 2024, 1pm
- Thursday 17 October 2024, 10am

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

If you have any new colleagues or colleagues who work in a complaints-handling role who would like to refresh their knowledge of who we are and what we do, please let them know that we will also be running our [An Introduction to the OIA and our resources](#) (Level 1) webinar:

- Wednesday 2 October 2024, 1pm

Please encourage them to visit [our website](#) for more information and to [register their interest](#).

Workshops

We will be running an online Student Representative Body workshop for advisers and those colleagues who guide students through complaints processes:

- Thursday 28 November 2024 (time TBC)

We will be publishing more details about this workshop on the [outreach pages](#) of our website soon.

Discussion groups

We will also be running some student discussion groups in November. We are particularly looking to speak to disabled students, black and minority ethnic students, and students who are on apprenticeship programmes. If you are able to direct us to any student networks or societies who may be able to help us reach these students, please email us at outreach@oiahe.org.uk. We would be very grateful for your help.

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, using our MyOIA portal. You can follow [our online guidance](#) to help with this, or if you have any questions about using the MyOIA portal, please contact us at enquiries@oiahe.org.uk.

Our approach to deadlines and extensions

We will normally set a deadline for you and the student whenever we ask for information to be sent to us. We will always try to balance allowing a reasonable period of time to respond with the need to progress cases as efficiently as possible and to make sure the deadline we set is proportionate to the individual case. We expect providers to comply with the timescales we set but we know that there will be times when it is difficult for the student or the provider to meet a deadline. If you are having any difficulty meeting the deadline, it's important to let us know as soon as you can. Case-handlers will use their discretion to consider any reasonable request for an extension.

You can read our guidance about [our approach to extension requests](#) on our website.

Learning from our casework

We have published a new [Learning from our casework](#) section on our website. It contains guidance and case summaries on complaints categorised by subject and student matters.

We hope you find this helpful.

Coming up

We will be publishing some case summaries on complaints about service issues, including consumer rights.

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