

# Update for OIA Points of Contact

Information for you as our Point of Contact



office of the  
independent  
adjudicator



**Welcome to the January 2022 edition of our Update for Points of Contact. Happy new year! We hope you enjoyed a restful break.**

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 section review**

During 2022 we will be reviewing the Handling complaints and academic appeals section of our Good Practice Framework. We last revised this section in 2016, and we are updating it. Our review is intended to address any gaps or areas which could benefit from clarification, and will be informed by our casework, and our engagement with providers, student representative bodies (SRBs) and the wider sector. We don't anticipate making fundamental changes to the existing principles or to the operational structures the Framework currently describes. We want to make sure that the Framework remains up to date and is a useful operational resource for the people in providers and SRBs and students who are involved in these processes.

To help inform the initial stages of our review, we are inviting you to a series of informal online discussion sessions themed around some of the broad areas we think it could be helpful to address - but the scope of our review isn't necessarily limited to these areas. We hope you'll be able to join one or more sessions. As with previous sections of the Framework, we'll publish a draft updated version for consultation later in the year, so there will also be other opportunities to feed into the review. To find out more and express your interest in joining a discussion, visit the outreach pages of our [website](#). Please contact [outreach@oiahe.org.uk](mailto:outreach@oiahe.org.uk) if you have any questions about the sessions or the section update.

## **Subscriptions**

Thank you to our members who have paid their [2022 core subscription](#) invoices, we appreciate your prompt payment. On Thursday 6 January 2022 we issued reminders for invoices that are now overdue. If you have not yet paid your 2022 core subscription, please arrange payment as soon as possible, quoting your invoice number in the payment reference. If you have any questions regarding your invoice, please contact us at [subscriptions@oiahe.org.uk](mailto:subscriptions@oiahe.org.uk).

## **Case statements**

If we have received or closed complaints about your provider during 2021, we will have issued you with a Case Statement on Monday 10 January 2022. This statement combines case information relevant to the case element of our subscription, together with information about the number of complaints received and closed, which forms the data we use for our Annual Statements. If you identify any discrepancies between our records and your own, please let us know by sending an email to [membership@oiahe.org.uk](mailto:membership@oiahe.org.uk).

## **Bite Size OIA**

We have published a [new video](#) on the Bite Size OIA pages of our website, giving a quick introduction to who we are and what we do, together with some of our key good practice guidance.

## **OIA resources**

To help us ensure that we create the most helpful resources for you to access and share with your colleagues, please could you answer this [question](#) about your preferred resource.

## **Coming soon**

We will be publishing our Operating Report for 2021 and Operating Plan for 2022 towards the end of the month. The Operating Report will record the progress we achieved last year against our 2021 Plan, and the Operating Plan will outline what we intend to do this year to advance our strategic priorities.

**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).**