

# Update for OIA Points of Contact

Information for you as our Point of Contact



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independent  
adjudicator



## Welcome to the November 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

### Workshops

We are running an online Student Representative Body workshop for advisers and those colleagues who guide students through complaints processes. This workshop will look at service complaints, supporting disabled students, course transfer and learning from data.

- Thursday 28 November 2024 | 9.30am - 1pm

For more details about this free, online workshop, please visit the [outreach pages](#) of our website.

## Good practice Recommendations— please tell us if the timeframe doesn't work

We are increasingly being asked to extend our timeframes for compliance with our Good Practice Recommendations, at the point where compliance is due. Though reasons vary, it is often because the necessary action needs more time to complete the provider's internal structures such as board, committee or senate processes. Or sometimes because a wider review of the whole process or area is underway.

The aim of our Good Practice Recommendations is to make lasting, and effective, systemic change. So, we recognise that it may sometimes need longer than our standard six-month timeframe to complete them. If you find your provider receives a Good Practice Recommendation which you know will need longer than six months to put in place, please let us know this when submitting your comments on the Proposed Recommendations. This way we can address the timeframe at the outset and hopefully prevent the need for extension requests or possible non-compliance action against your provider.

Similarly, if you know the process or issue our Recommendation addresses is going to be covered by an ongoing institution level review, please also include this in the comments on the Proposed Recommendations. Our case-handlers may be able to adapt the Recommendation considering this new information.

## Requests for regulations

We will shortly be contacting some providers to ask for copies of key regulations and procedures for our regulations database. Please note that to make these requests proportionate, we don't contact every provider to ask for these each year. If you would like to send your regulations to us, please send them in PDF or word format to [regulations@oiahe.org.uk](mailto:regulations@oiahe.org.uk).

## Invoicing for core subscription fees

We will be sending out invoices for our core subscription fees in early December. If you haven't already received our previous email about subscription fees for 2025, please let us know so that we can resend it to you. If you need us to add a purchase order (PO) number to your invoice, please [let us know](#) as soon as possible.

## Compassionate Communication Commitment

Earlier this month saw the launch of the Compassionate Communication Commitment, a key output of the Higher Education Mental Health Implementation Taskforce (HEMHIT). We are pleased to have been able to contribute to, and support, this initiative which sets out a new commitment for academic and behavioural processes. Compassionate Communication is now owned by the [Academic Registrars' Council](#), who will champion its implementation across the sector.

## Coming up

We will be publishing some case summaries on complaints about student transfer.

**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