

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the November 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

Thank you to those of you who responded to the consultation on our updated version of the Good Practice Framework: Handling complaints and academic appeals. The consultation has now closed and we are considering the responses. We expect to publish the revised Good Practice Framework: Handling complaints and academic appeals section by the end of the year.

MyOIA portal functionality

Work to update the MyOIA portal is progressing well and we anticipate this will become available to providers in the week beginning Monday 12 December.

We will send you information on how to access the new system and an overview of the new functionality nearer the time. Please note that we currently anticipate that the existing portal will not be available after Wednesday 7 December and our case-handling team will not be able to make any updates to cases on Thursday 8 and Friday 9 December. We will send a reminder with final confirmation of dates nearer the time.

If you have any questions or particular concerns, please email us on enquiries@oiahe.org.uk.

Invoicing for core subscription fees

We will be sending out our invoices for core subscription fees in early December.

If you haven't already received our previous correspondence about subscription fees for 2023, 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.

Industrial action

With industrial action due to affect some universities later this month, we would like to remind you that we have published guidance on [Handling complaints arising from disruptions](#) and this may be helpful as your provider prepares to manage this.

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