

Update for OIA Points of Contact



office of the
independent
adjudicator

Information for you as our Point of Contact



Welcome to the February 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](#).

Requests for regulations

We recently contacted some providers to ask for copies of key regulations and procedures for our regulations database. Thank you to those who have already sent them to us. If we sent a request to your provider and you haven't yet sent them to us, please follow the instructions included in the request email to submit them as soon as possible.

Completion of Procedures Letters data return

We recently made our annual request for information about the number of Completion of Procedures (COP) Letters issued by your provider in 2022. Thank you to those of you who have already sent that information to us. If you haven't yet done this, please submit the information via [this link](#) by **Friday 24 February 2023**. You will find the HEP code you'll need to complete the form in the original request email.

If your provider has only joined our Scheme recently, you won't have received a request and there is no need to submit this information to us. We'll contact you next year to ask for the number of COP Letters issued in the first full year your provider was a member. If you have any questions, please contact membership@oiahe.org.uk.

Personal data

Often it is appropriate to redact the personal data of third parties or other confidential information that is not needed for our review from copies of documents which you share with us. Recently we have received a few examples where text has been highlighted in black or covered by a coloured fill. In these cases, the information can easily be revealed by removing the overlaid colour or by changing the colour of the font underneath. We encourage you to please make use of appropriate software tools for redaction, which can completely remove the data you do not want to share.

Our process is transparent and we usually share all the information about the case with both the student and provider. Please remember that all of our telephone calls are recorded. We may sometimes share the audio recording itself, for example, in response to a Subject Access Request.

Upcoming outreach

Webinars

We are running a number of Level 1 webinars in the coming weeks.

- **An introduction to the OIA and our resources** webinar — Wednesday 8 March, at 10am.
- **Academic misconduct** webinar — Thursday 9 March, at 10am.
- **Accommodation complaints** webinar — Friday 10 March, at 10am.

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

Workshop

We are also running a free online workshop for student representative bodies on **Eligibility, early resolution and mediation**. Through a series of case studies, breakout sessions and discussion groups, we will explore why some complaints that come to us are ineligible, share thoughts on early resolution, and discover the benefits of mediation.

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

Coming soon

We will shortly be publishing some information about cases we have seen relating to academic misconduct.

In case you missed it

Operating Report 2022 and Operating Plan 2023

Last month we published our [Operating Report for 2022 and Operating Plan for 2023](#). The Operating Report records the progress we achieved last year against our 2022 Plan, and the Operating Plan outlines 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.

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