

# Submitting a Student Complaint via SSO

This guide is intended for UNSW students/staff and shows how to submit a student complaint via single sign-on (SSO), either as a complainant or a referrer on behalf of the complainant.

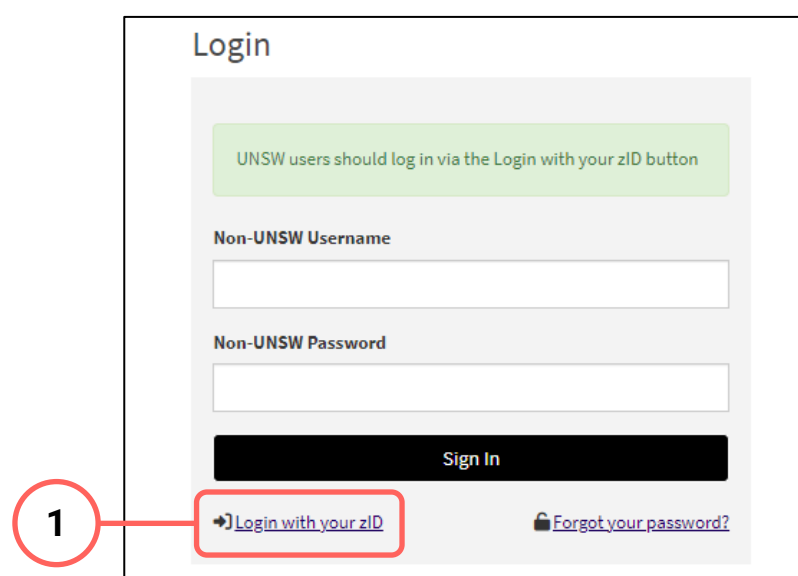
To submit via the Case IQ Portal, please refer to [this corresponding section](#).

For other issue categories, please refer to those respective guides.

## Logging in to Case IQ

1. Navigate to [Case IQ](#) and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on **Login with your zID**.

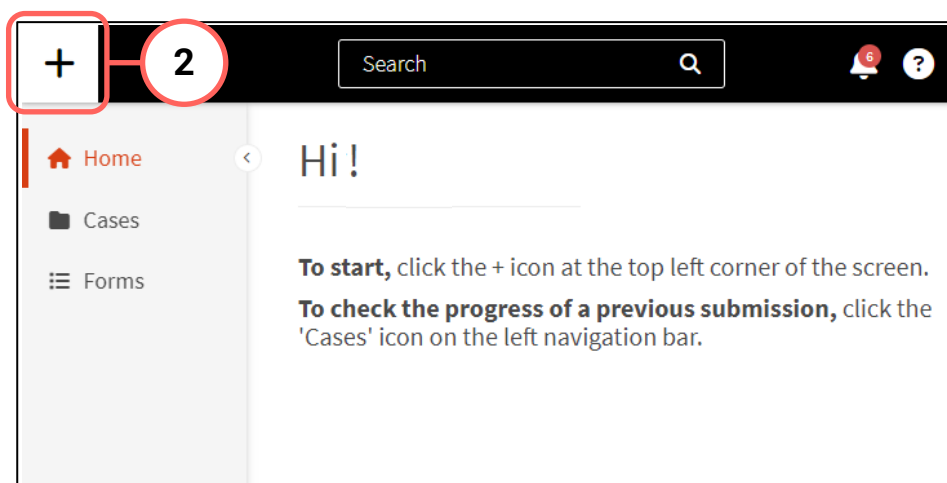
You will be prompted to use your Microsoft Authenticator app to confirm your login.



The screenshot shows the 'Login' page of the Case IQ portal. At the top, a green banner states: 'UNSW users should log in via the Login with your zID button'. Below this, there are input fields for 'Non-UNSW Username' and 'Non-UNSW Password', followed by a 'Sign In' button. A red circle with the number 1 points to the 'Login with your zID' button, which is located below the password field. To the right of this button is a link for 'Forgot your password?'.

## Creating a Complaint or Report

2. Create a new complaint or report by clicking on the + (plus) sign in the top left-hand corner.

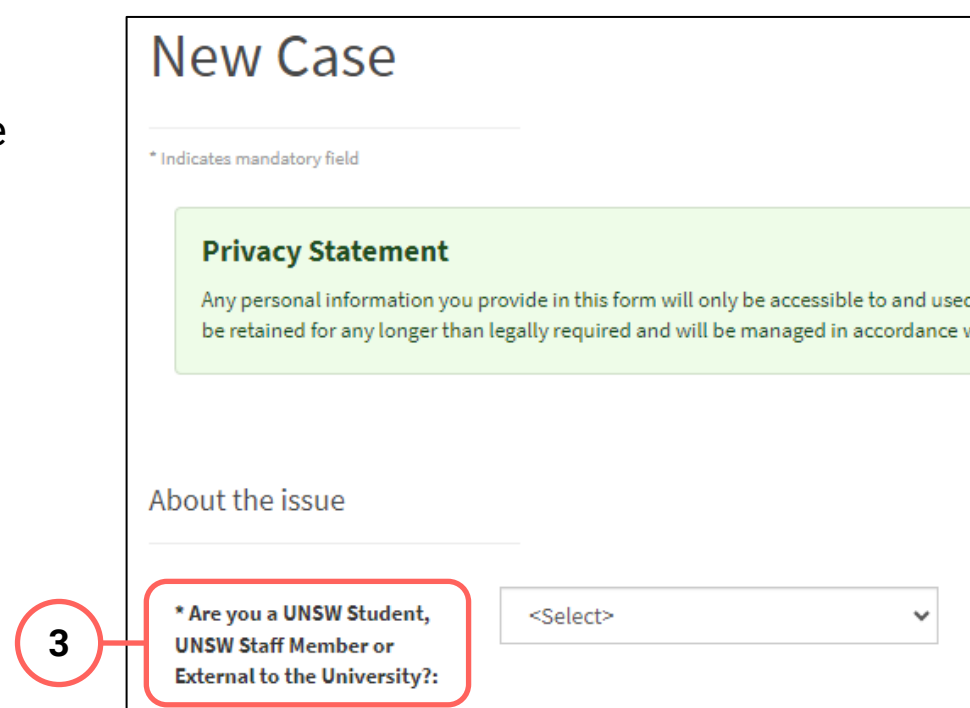


The screenshot shows the Case IQ dashboard. A red circle with the number 2 points to the plus (+) icon in the top left corner of the dashboard header. The dashboard includes a search bar, a navigation menu with 'Home', 'Cases', and 'Forms', and a main content area with a 'Hi!' greeting and instructions: 'To start, click the + icon at the top left corner of the screen. To check the progress of a previous submission, click the 'Cases' icon on the left navigation bar.'

## Completing the Webform

3. Select the most appropriate option in response to the question about your relationship with UNSW.

This question enables the types of issues in this webform for which you can submit.



The screenshot shows the 'New Case' webform. At the top, it says 'New Case' and 'Indicates mandatory field'. Below this is a 'Privacy Statement' section. The main section is titled 'About the issue'. A red circle with the number 3 points to the question: '\* Are you a UNSW Student, UNSW Staff Member or External to the University?:'. To the right of this question is a dropdown menu with the text '<Select>' and a downward arrow.

## Categorising the Issue

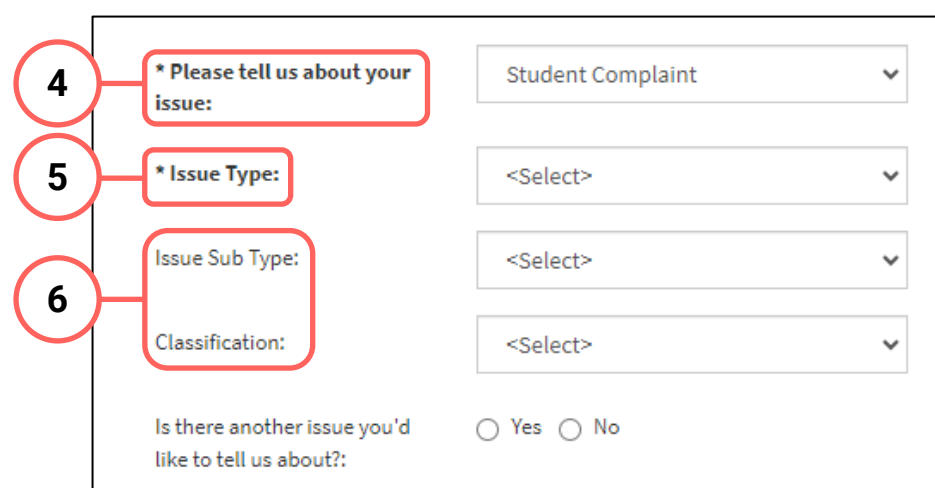
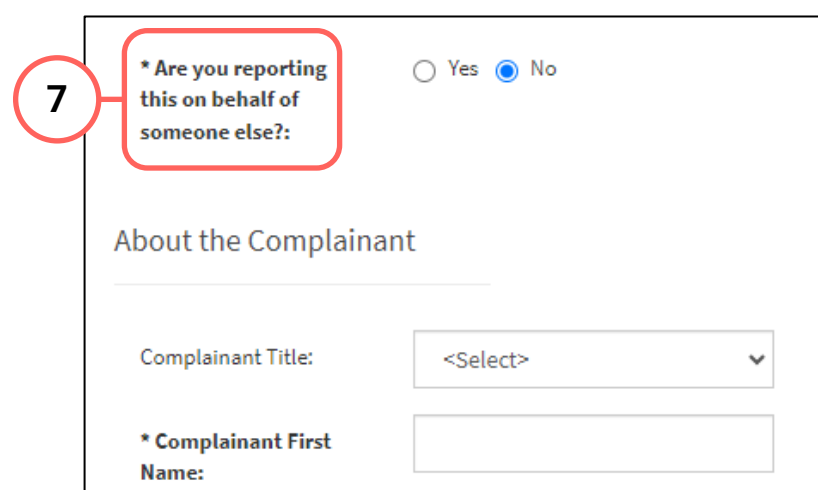
4. Select **Student Complaint** as the issue.

The webform and its questions will adjust according to your selection.

5. Select the most appropriate **Type** that further describes your issue.

6. If applicable, you can further categorise your issue by selecting the most appropriate **Sub Type** and **Classification**.

These are not mandatory questions but will allow the Case Manager to provide more timely and adequate support.

## Submitting as a Complainant or Reporter

7. If you are submitting this complaint or report as a complainant, select **No** and provide your details.

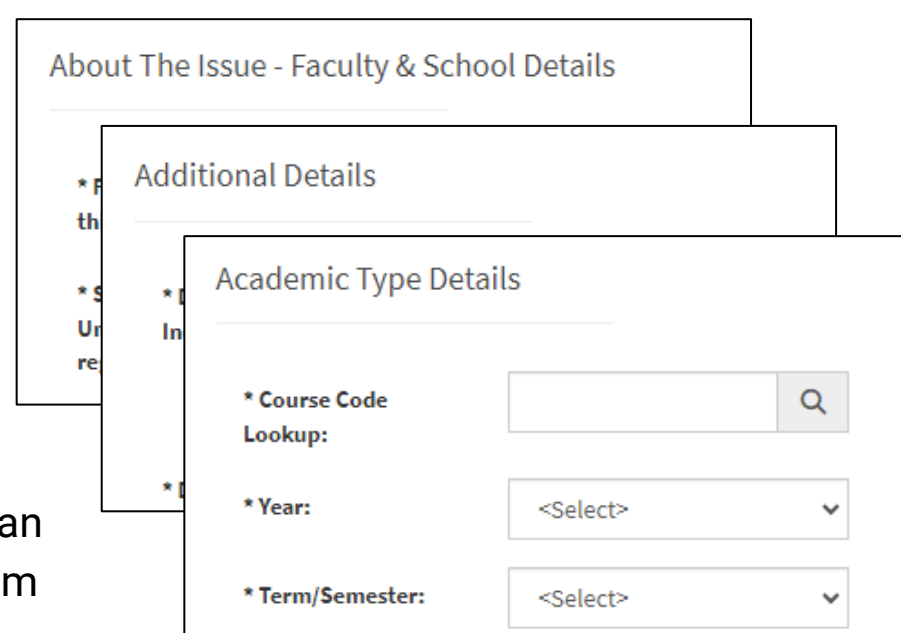
If you are reporting on behalf of the complainant, select **Yes** and provide your details. Details of the complainant are not required should they wish to remain anonymous.

## Completing the Rest of the Webform

8. Complete the rest of the webform with as much detail and clarity so that timely and appropriate support can be provided.

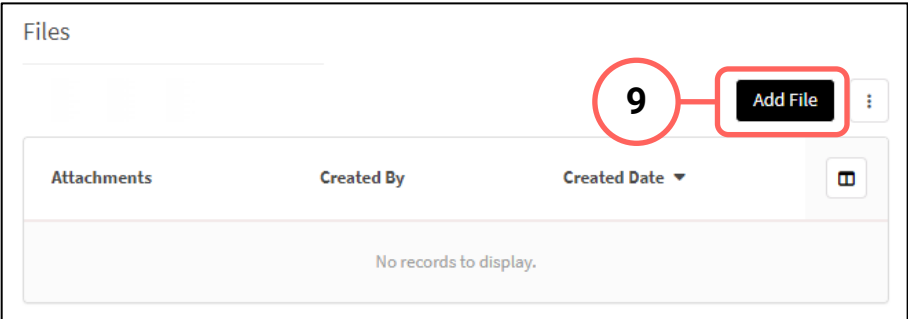
If further information or clarity is required, the Case Manager will be in contact.

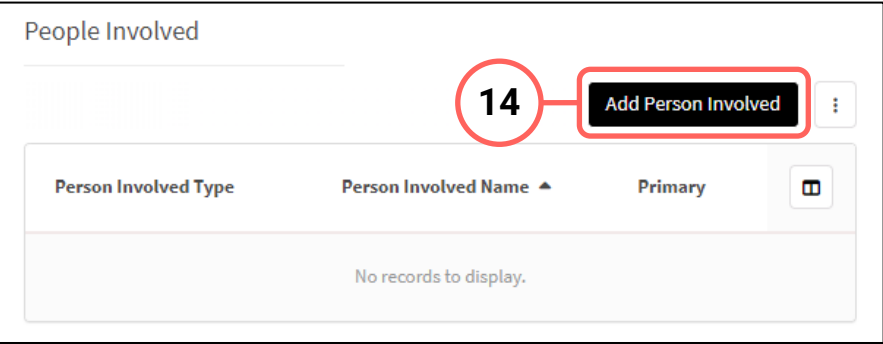
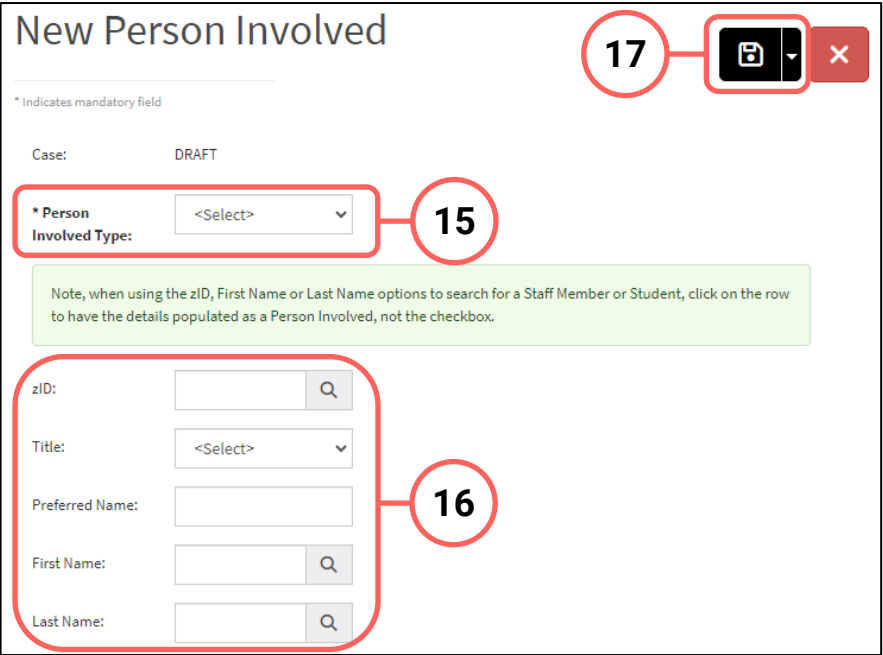
Mandatory questions are **bolded** and marked with an asterisk (\*), and need to be completed at a minimum for the complaint/report to be submitted.



## Attaching Files

- If there are any files to attach, click on **Add File** in the top right of the **Files** table.
- In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
- Drag and drop the file into the attachment area, or click on **Upload a File from your Computer** to upload via a file dialog.
- Finish attaching the file by clicking on the **floppy disk button** in the top right-hand corner.
- Repeat for any other file(s).



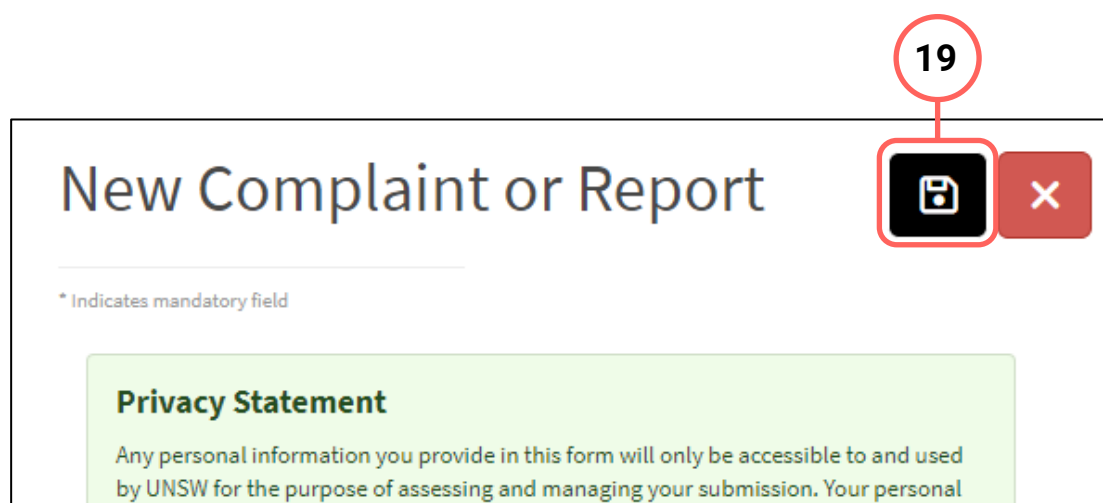



## Adding People Involved

- Add details of the person(s) involved by clicking on **Add Person Involved** in the top right of the **People Involved** table.
- Select the appropriate party type for the person you are entering.
- Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.
- Finish adding the person by clicking on the **floppy disk button** in the top right-hand corner.

## Submitting the Complaint or Report

19. After all details have been provided, submit the complaint/report by clicking on the **floppy disk button** in the top right-hand corner of the webform.



19

New Complaint or Report

\* Indicates mandatory field

**Privacy Statement**

Any personal information you provide in this form will only be accessible to and used by UNSW for the purpose of assessing and managing your submission. Your personal

# Submitting a Student Complaint via the Case IQ Portal

This guide is intended for UNSW students/staff and members of the community, and shows how to submit a student complaint via the Case IQ Portal and anonymously, either as a complainant or a reporter on behalf of the complainant.

To submit via single sign-on (SSO), please refer to [this corresponding section](#).

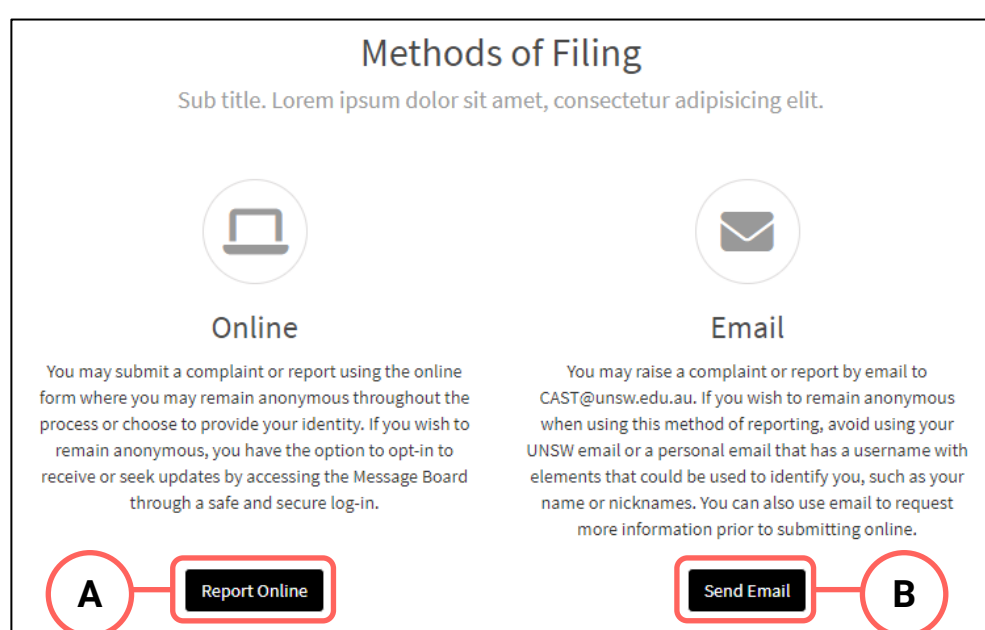
For other issue categories, please refer to those respective guides.

## Navigating to the Case IQ Portal

1. Navigate to the [Case IQ Portal](#) and select the preferred method of submitting a complaint or report anonymously:


**A – Report Online**

**B – Send Email**



**Methods of Filing**


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**Online**

You may submit a complaint or report using the online form where you may remain anonymous throughout the process or choose to provide your identity. If you wish to remain anonymous, you have the option to opt-in to receive or seek updates by accessing the Message Board through a safe and secure log-in.

**A** **Report Online**



**Email**

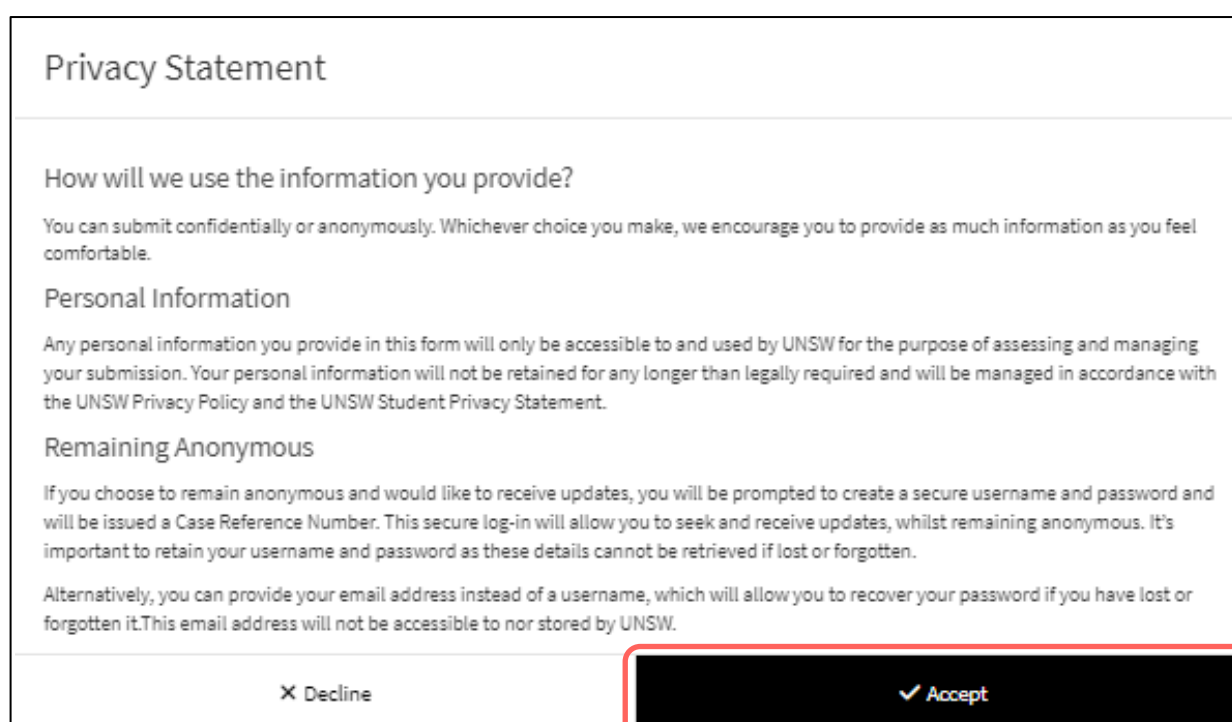
You may raise a complaint or report by email to CAST@unsw.edu.au. If you wish to remain anonymous when using this method of reporting, avoid using your UNSW email or a personal email that has a username with elements that could be used to identify you, such as your name or nicknames. You can also use email to request more information prior to submitting online.

**Send Email** **B**

## A – Report Online

## Creating a Complaint or Report

1. Read through the Privacy Statement. If you accept how the information you provide is managed, click **Accept**. If you do not agree, please contact the CAS Team for alternate methods.



**Privacy Statement**

**How will we use the information you provide?**

You can submit confidentially or anonymously. Whichever choice you make, we encourage you to provide as much information as you feel comfortable.

**Personal Information**

Any personal information you provide in this form will only be accessible to and used by UNSW for the purpose of assessing and managing your submission. Your personal information will not be retained for any longer than legally required and will be managed in accordance with the UNSW Privacy Policy and the UNSW Student Privacy Statement.

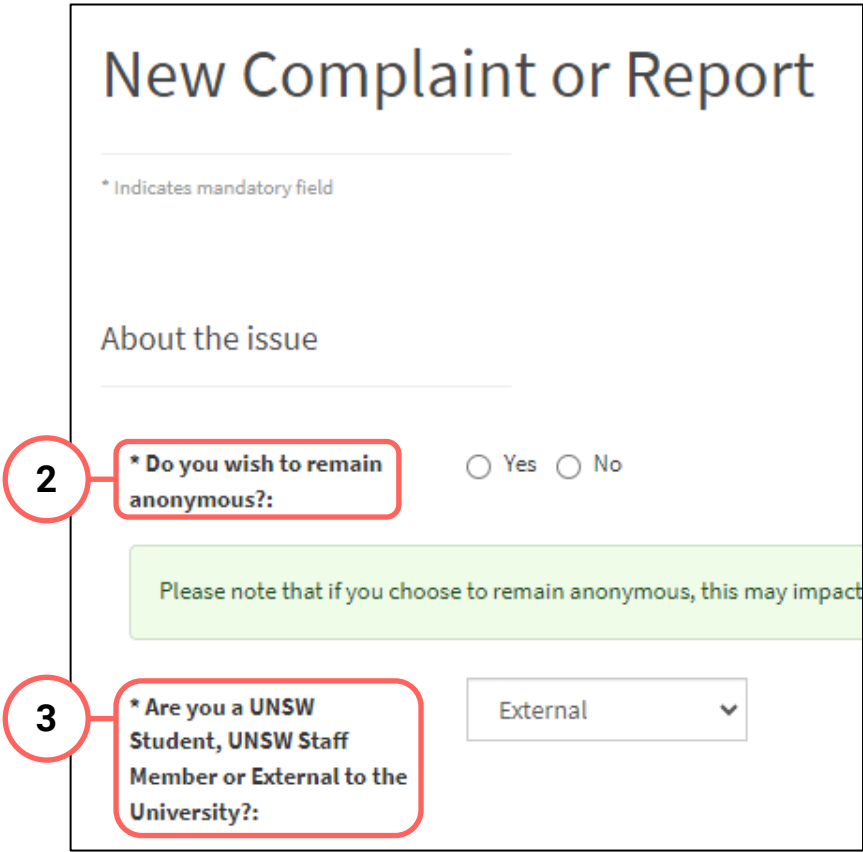
**Remaining Anonymous**

If you choose to remain anonymous and would like to receive updates, you will be prompted to create a secure username and password and will be issued a Case Reference Number. This secure log-in will allow you to seek and receive updates, whilst remaining anonymous. It's important to retain your username and password as these details cannot be retrieved if lost or forgotten.

Alternatively, you can provide your email address instead of a username, which will allow you to recover your password if you have lost or forgotten it. This email address will not be accessible to nor stored by UNSW.

**X Decline** **✓ Accept** **1**



### Completing the Webform

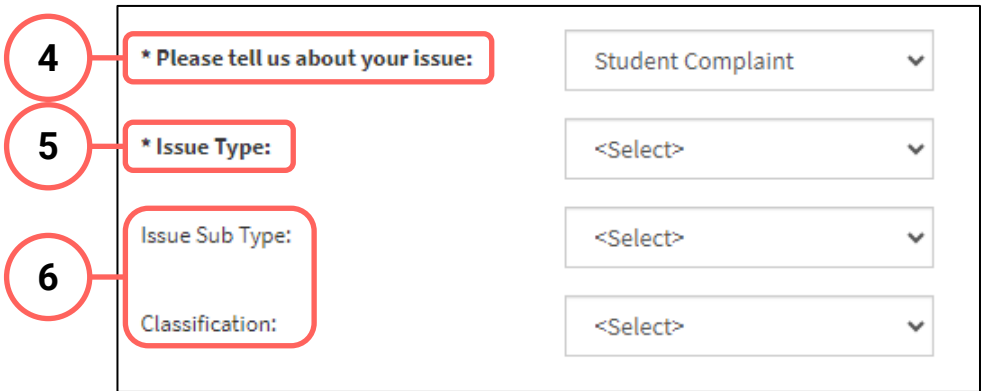
2. Select the most appropriate option in response to the question about your anonymity. You can opt to provide your details for the purpose of, for example, being contacted should clarification be required.
3. Select the most appropriate option in response to the question asking your relationship with UNSW. This question enables the types of issues in this webform for which you can submit. It cannot be used to identify you.

### Categorising the Issue

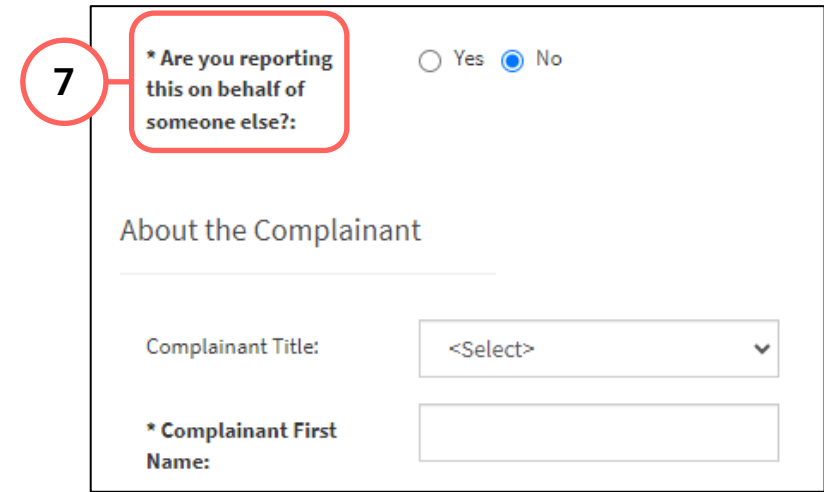
4. Select **Student Complaint** as the issue.

The webform and its questions will adjust according to your selection.

5. Select the most appropriate **Type** that further describes your issue.
6. If applicable, you can further categorise your issue by selecting the most appropriate **Sub Type** and **Classification**.



These are not mandatory questions but will allow the Case Manager to provide more timely and adequate support.



### Submitting as a Complainant or Reporter

7. If you initially selected to not remain anonymous in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.
  - a. If you are submitting as a complainant, select **No** and provide your details.

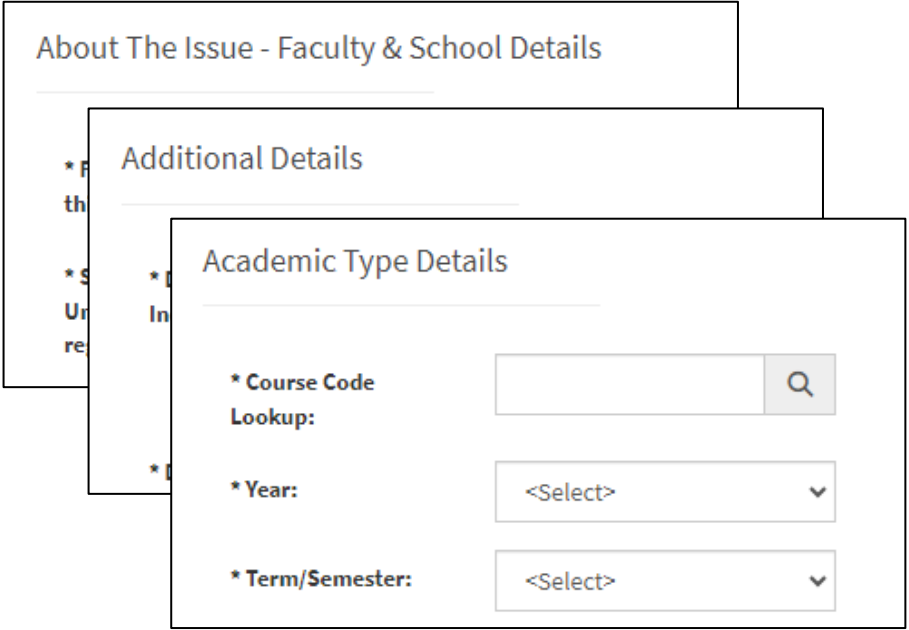
- b. If you are reporting on behalf of the complainant, select **Yes** and provide your details. Details of the complainant are not required should they wish to remain anonymous.

If you initially selected to remain anonymous in Step A2, no details are required.

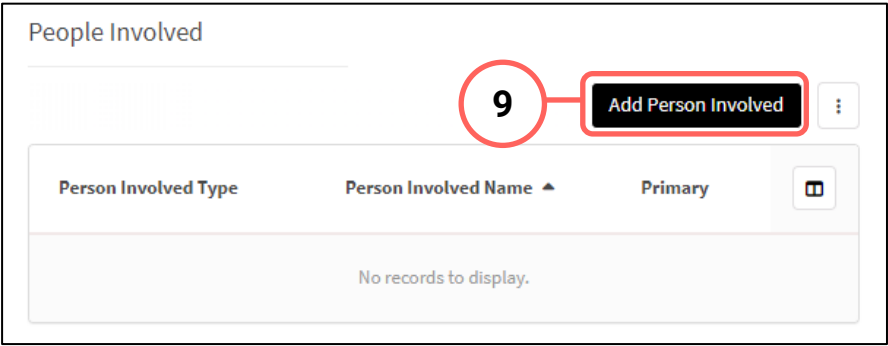
## Completing the Rest of the Webform

8. Complete the rest of the webform with as much detail and clarity so that the issue can be addressed.

Mandatory questions are **bolded** and marked with an asterisk (\*), and need to be completed at a minimum for the complaint/report to be submitted.



The screenshot shows a webform section titled 'About The Issue - Faculty & School Details'. It contains two sub-sections: 'Additional Details' and 'Academic Type Details'. The 'Academic Type Details' section includes three mandatory fields: '\* Course Code Lookup:' with a text input and a magnifying glass icon, '\* Year:' with a dropdown menu showing '<Select>', and '\* Term/Semester:' with a dropdown menu showing '<Select>'.



The screenshot shows the 'People Involved' section of the webform. It features a table with columns 'Person Involved Type', 'Person Involved Name', and 'Primary'. Below the table, it says 'No records to display.' In the top right corner, there is a button labeled 'Add Person Involved' which is circled with a red circle and the number 9.

## Adding People Involved

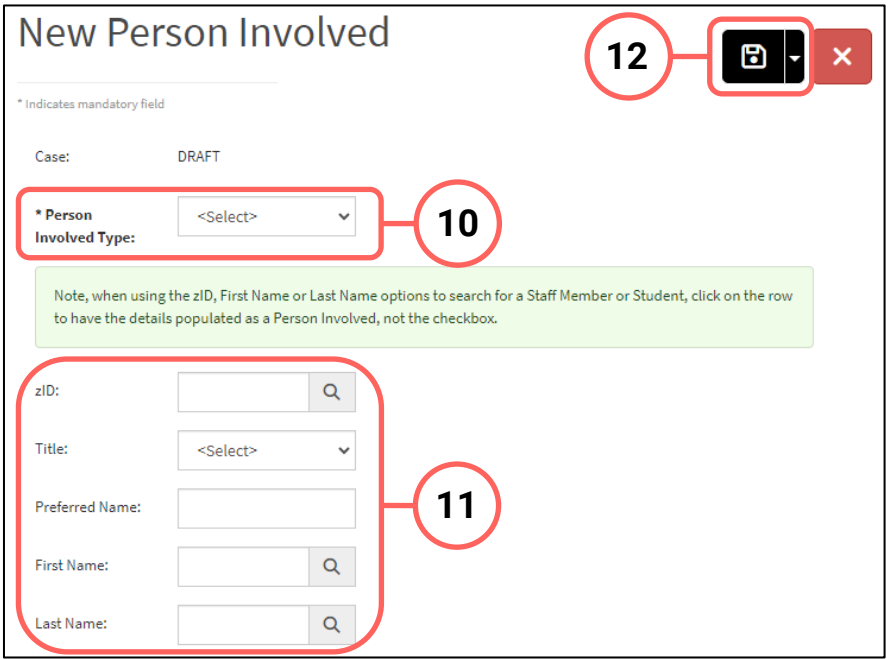
9. Add details of the person(s) involved by clicking on **Add Person Involved** in the top right of the **People Involved** table.

10. Select the appropriate party type for the person you are entering.

11. Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.

12. Finish adding the person to the case by clicking on the **floppy disk button** in the top right-hand corner.

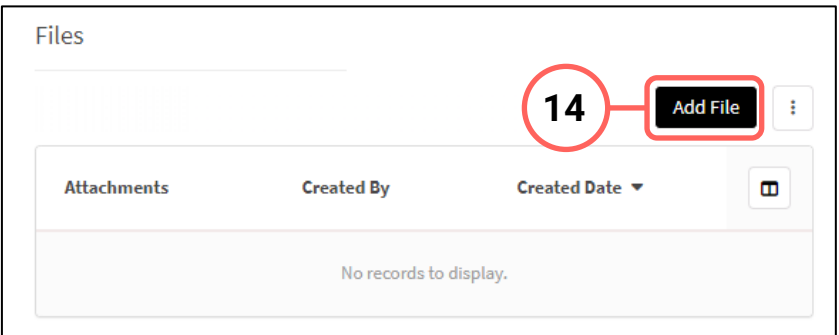
13. Repeat for any other person(s).



The screenshot shows the 'New Person Involved' form. It includes a 'Case:' field with the value 'DRAFT'. Below this is a dropdown menu for '\* Person Involved Type:' which is circled with a red circle and the number 10. A note below the dropdown states: 'Note, when using the zID, First Name or Last Name options to search for a Staff Member or Student, click on the row to have the details populated as a Person Involved, not the checkbox.' Below the note is a section for personal details with fields for 'zID:', 'Title:', 'Preferred Name:', 'First Name:', and 'Last Name:'. Each of these fields has a magnifying glass icon. This section is circled with a red circle and the number 11. In the top right corner of the form, there is a floppy disk icon and a red 'X' icon, both circled with a red circle and the number 12.

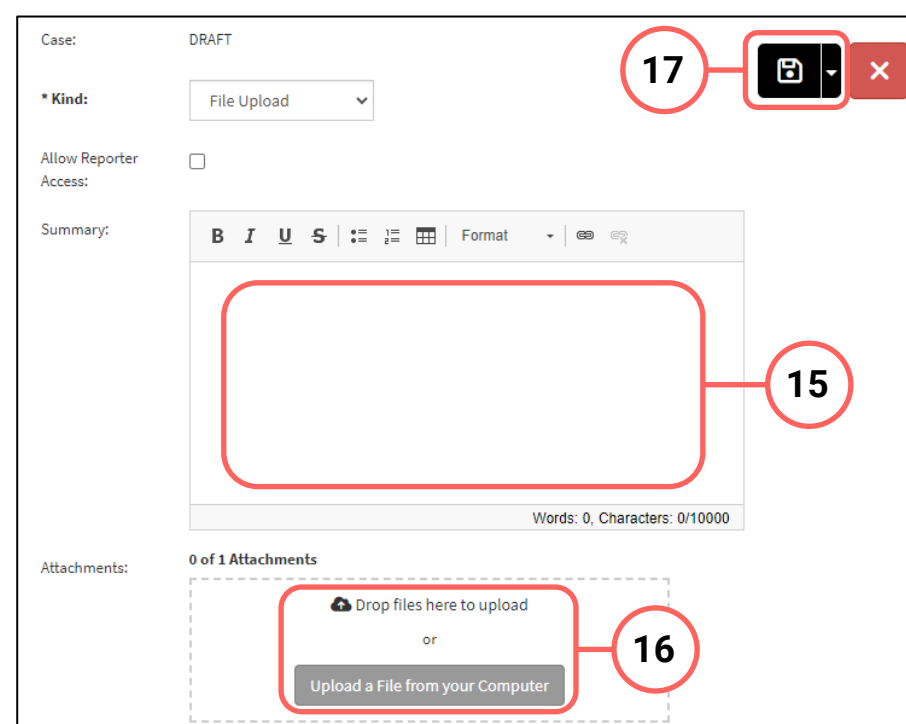
## Attaching Files

14. If there are any files to attach, click on **Add File** in the top right of the **Files** table.



The screenshot shows the 'Files' section of the webform. It features a table with columns 'Attachments', 'Created By', and 'Created Date'. Below the table, it says 'No records to display.' In the top right corner, there is a button labeled 'Add File' which is circled with a red circle and the number 14.

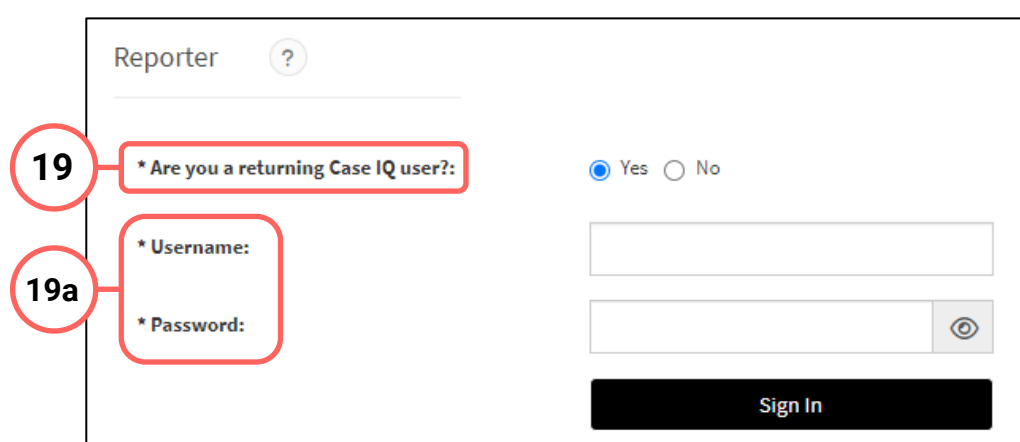
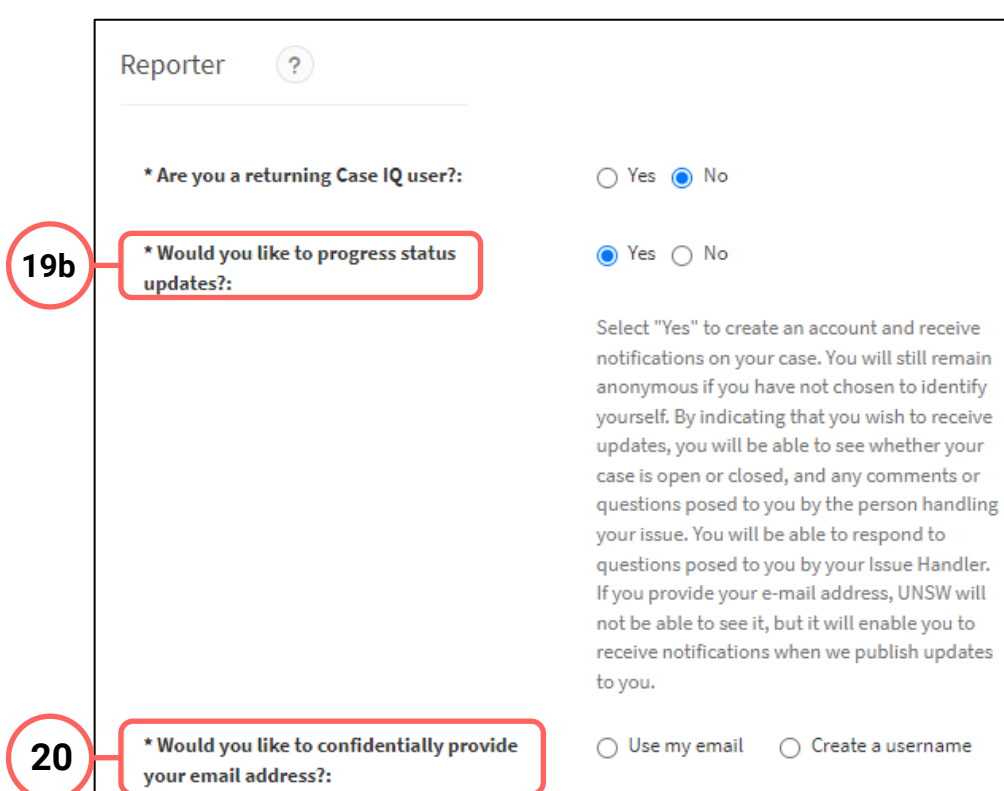
15. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
16. Drag and drop the file into the attachment area, or click on **Upload a File from your Computer** to upload via a file dialog.
17. Finish attaching the file to the case by clicking on the **floppy disk button** in the top right-hand corner.
18. Repeat for any other file(s).



## Logging in to / Creating an Account

19. After all details have been provided, select the most appropriate option in response to the question about whether you are a returning Case IQ user.
  - a. If you select **Yes**, log in using the secure username and password created in another, prior submission. This also allows you to receive progress status updates. Go to Step 23.
  - b. If you select **No**, you will then be presented the option to receive progress status updates.
20. If you wish to receive updates, select **Yes**. You will then have the choice of receiving updates via email or to create a Case IQ account.

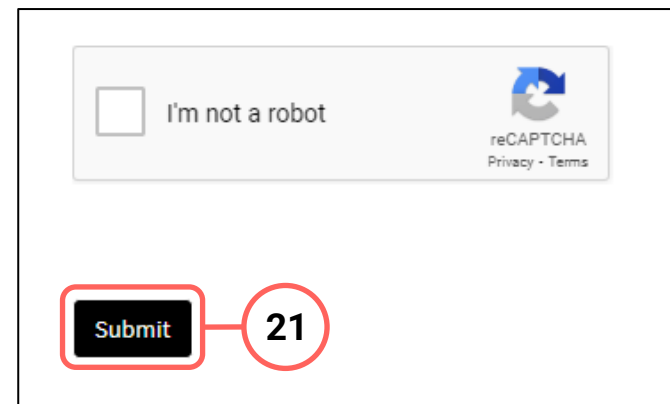
The email address and username are not accessible to nor stored by UNSW.



## Submitting the Complaint or Report

21. After all details have been provided, complete the CAPTCHA and click **Submit**.



## B – Send Email

### Sending the Complaint or Report

1. An email will pop up using your computer's default email application.
2. Send your complaint or report to the CAS Team at [CAST@unsw.edu.au](mailto:CAST@unsw.edu.au).
  - Make sure to include as much detail and clarity so that timely and appropriate support can be provided.
  - Avoid using your UNSW email or a personal email that has a username with elements that could be used to identify you, such as your name or nicknames.
  - You can also use email to request more information or advice prior to submitting online.

