

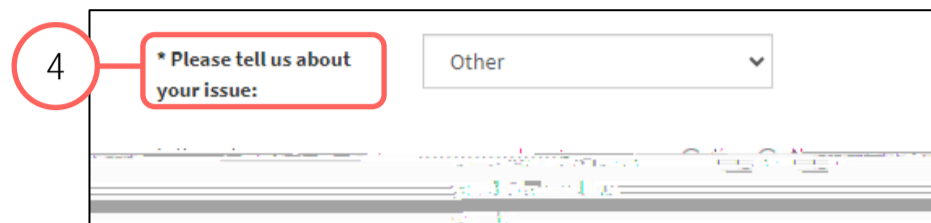
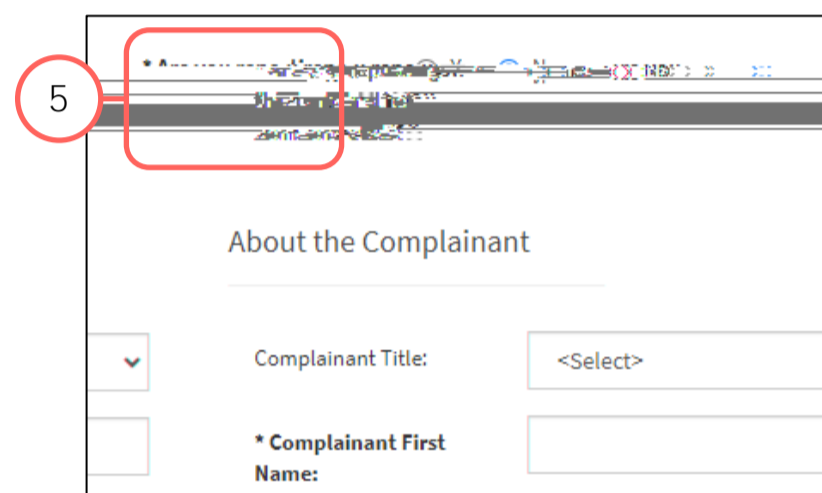
Submit a Complaint or Report via SSO

This guide is intended for UNSW students/staff and shows how to submit a complaint or report that does not align to any of the other categories via single sign-on (SSO), either as a complainant or a referrer on behalf of the complainant.

Categorising the Issue

4. Select Other as the issue.

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

Submitting as a Complainant or Reporter

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

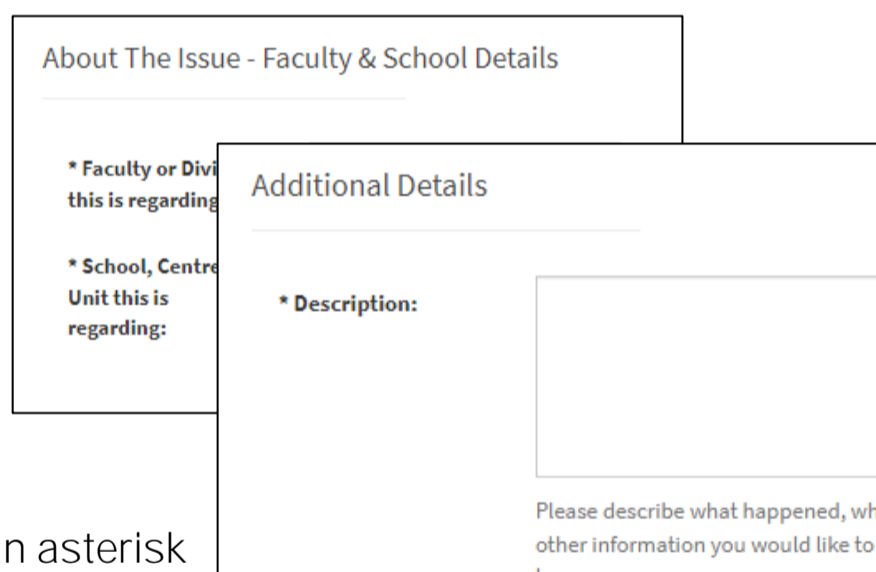
If you are reporting on behalf of the complainant, select Yes and provide your details. Details of the complainant are not required should they wish to remain anonymous.

Completing the Rest of the Webform

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

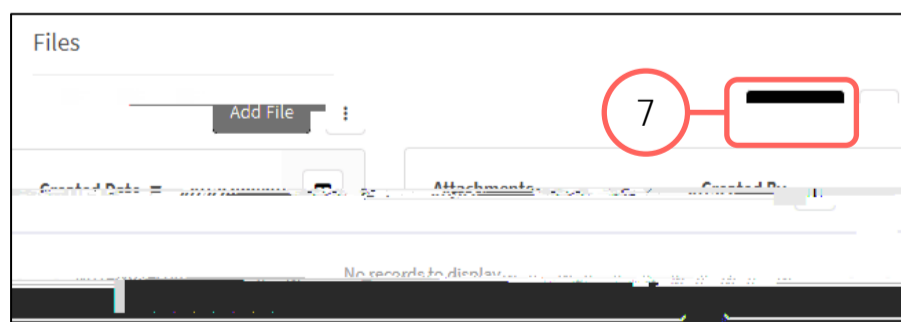
If further information or clarity is required, the Case Manager will be in contact.

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

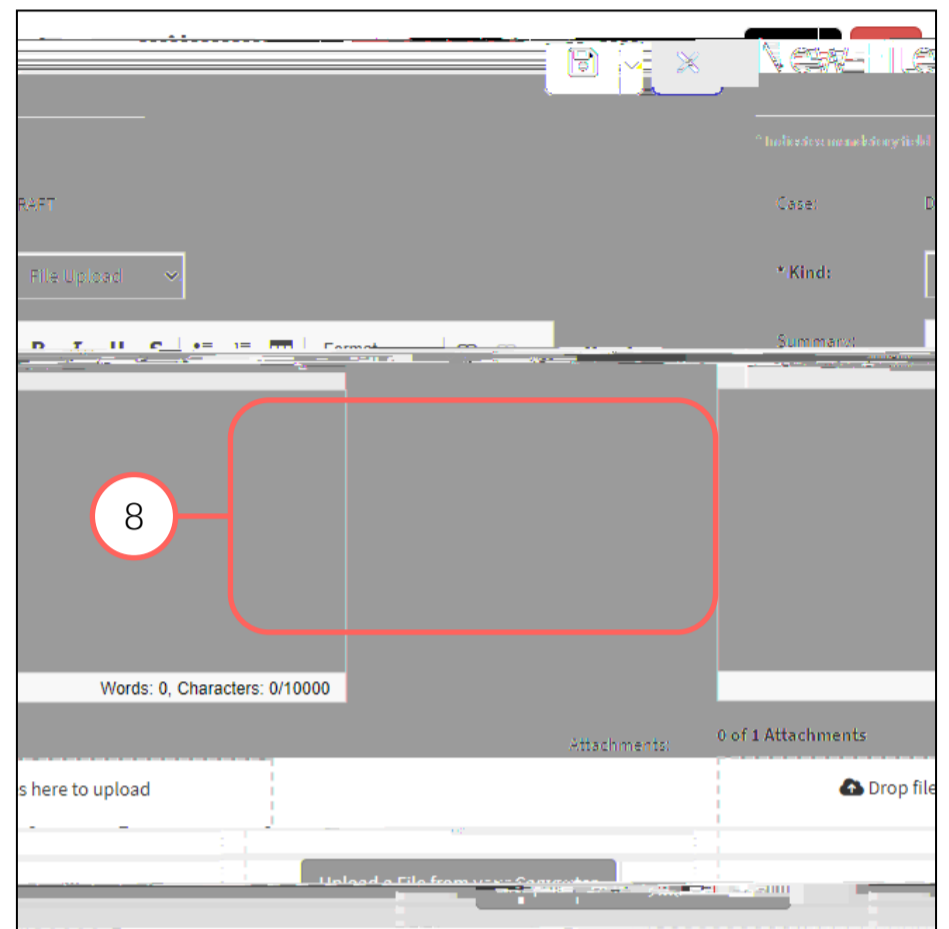


Attaching Files

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



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



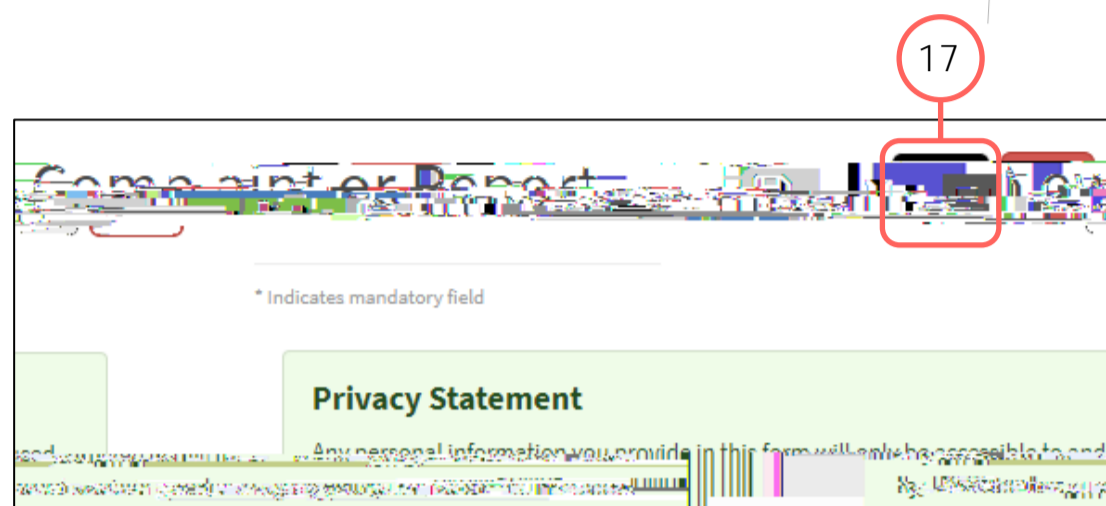
Adding People Involved

12. Add details of the person(s) involved by clicking on Add Person Involved in the top right of the People Involved table.
13. Select the appropriate party type for the person you are entering.
14. 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.
15. Finish adding the person by clicking on the floppy disk button in the top right-hand corner.
16. Repeat for any other person(s).



Submitting the Complaint or Report

17. 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.



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 Other as the issue.

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

Submitting as a Complainant or Reporter

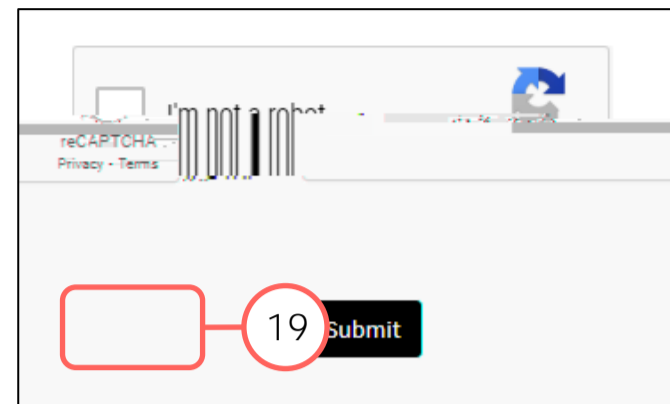
5. If you initially selected to not remain anonymous in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.
 - a. If you are submitting as a complainant, select No and provide your details.
 - b. If you are reporting on behalf of the complainant, select Yes and provide your details. Details of the complainant are not required should they wish to remain anonymous.

Completing the Rest of the Webform

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

Submitting the Complaint or Report

19. 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 UNSW Complaints team at complaints@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.

