



Requesting an Internal Review via SSO

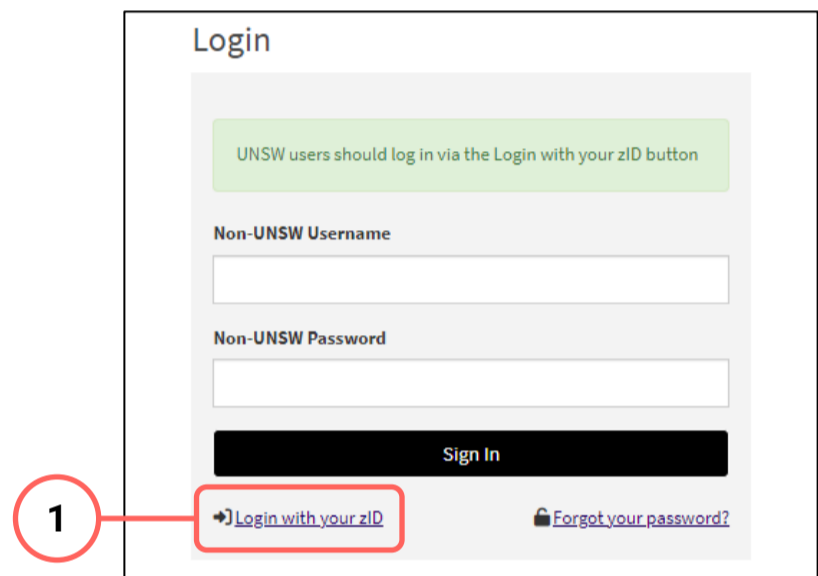
This guide is intended for UNSW students/staff and shows how to request an internal review via single sign-on (SSO) on the grounds of a lack of procedural fairness in the investigation process, or where there is new and compelling information not available at the time of the investigation. It is **NOT** possible to request an Internal Review on the merits of a decision. For more information, please visit the [UNSW Conduct & Integrity Office website](#).

To request an internal review for a complaint or report submitted via the Case IQ Portal, please refer to [this corresponding section](#).

Logging into 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.

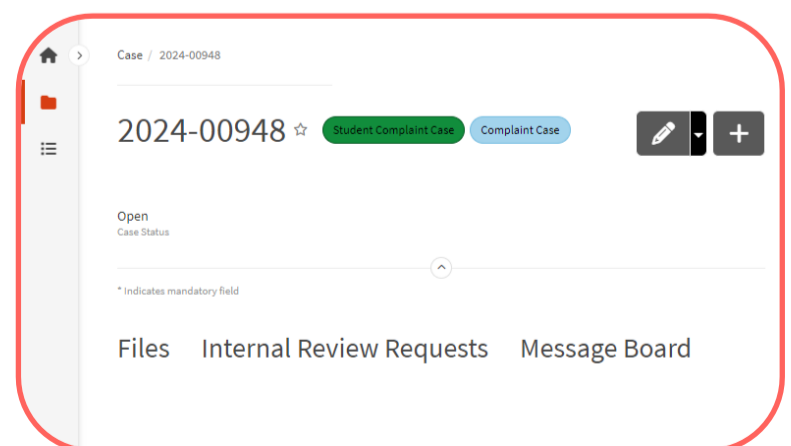
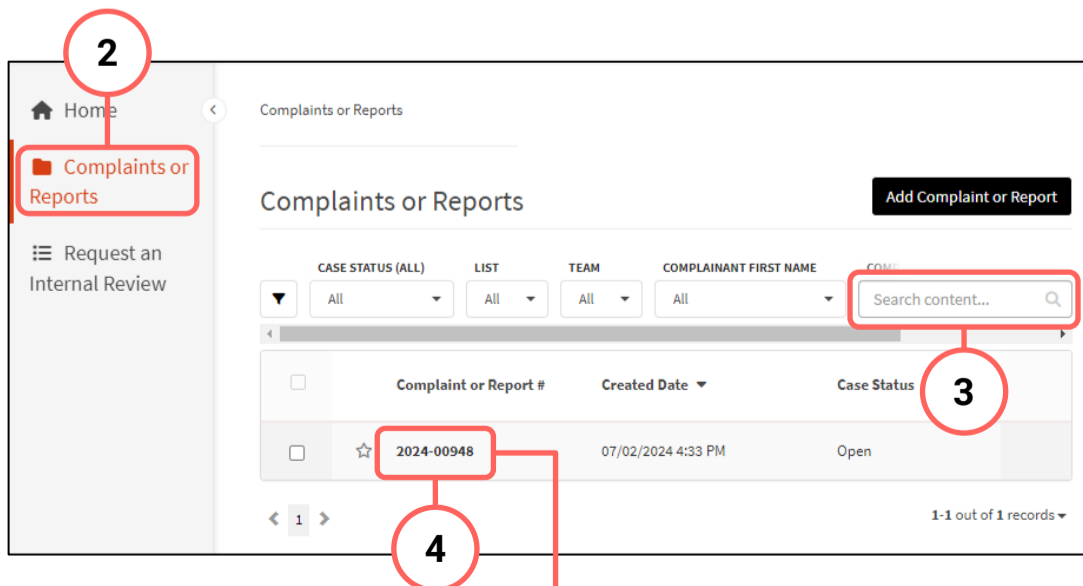


Navigating to Your Case

2. Navigate to the cases section by clicking on the **Cases** in the navigation pane on the left.

The complaints and reports submitted prior would appear in the table at the bottom.

3. You can manually search for a particular complaint/report by entering its complaint or report number in the **Search** bar.
4. Click on the complaint/report to see more details.

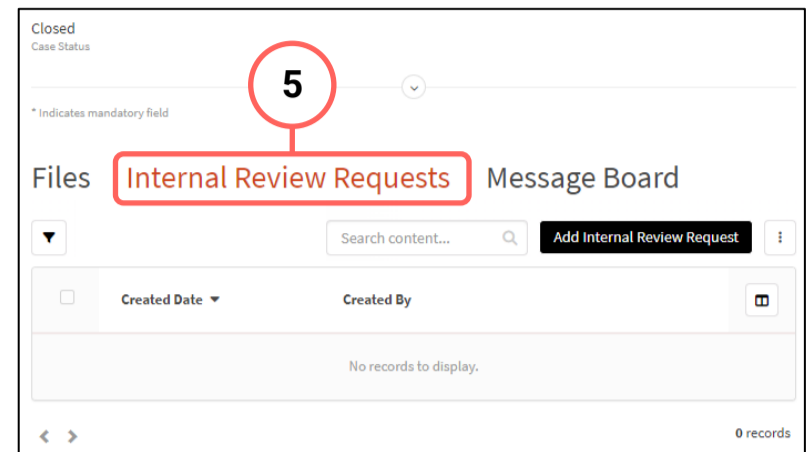


Navigating to Internal Review Requests

5. Navigate to the internal review requests area by clicking on the **Internal Review Requests** tab.

An internal review request submitted prior would appear in the table at the bottom.

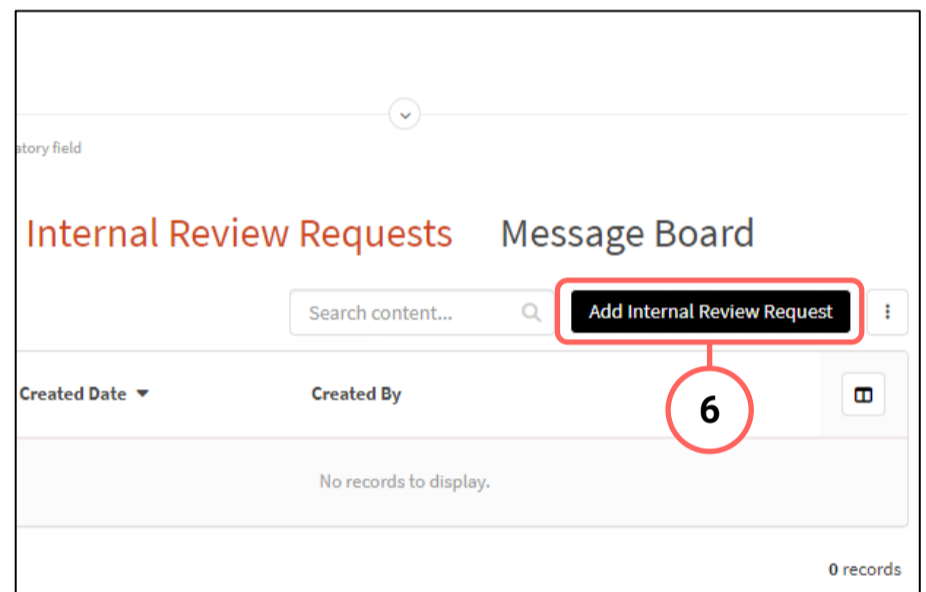
NB Parties will have only one opportunity to request an internal review of procedural fairness.



Creating an Internal Review Request

6. Create a new internal review request by clicking on **Add Internal Review Request**.
7. Select the most appropriate ground(s) on which you are requesting an internal review.

NB Reviews are limited to procedural matters only. It is not possible to request a review on the merits of a decision, meaning a request for review may not be made simply because the individual does not agree with the determination and/or penalty.



8. Provide details of the request in the free text fields, particularly why you are requesting an internal review, how the grounds for an internal review were met and, if applicable, the exceptional circumstances for a deadline extension request for an internal review.

7 * Grounds for Internal Review:

* Provide full details of why you are requesting an Internal Review, including details on how the element/s of procedural fairness selected above were not met:

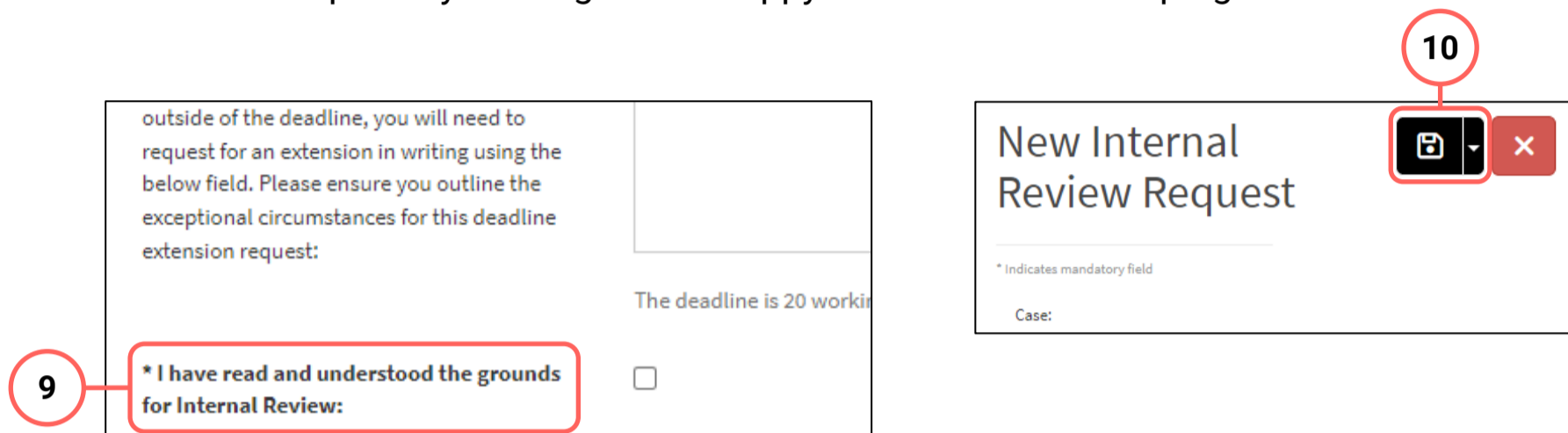
If you are requesting this Internal Review outside of the deadline, you will need to request for an extension in writing using the below field. Please ensure you outline the exceptional circumstances for this deadline extension request:

Select

The deadline is 20 working days since the determina

Submitting the Request

9. If you have read and understood the grounds for an internal review, check the box at the bottom.
10. Submit the request by clicking on the floppy disk button in the top right-hand corner.



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The deadline is 20 working days

9 * I have read and understood the grounds for Internal Review:

10

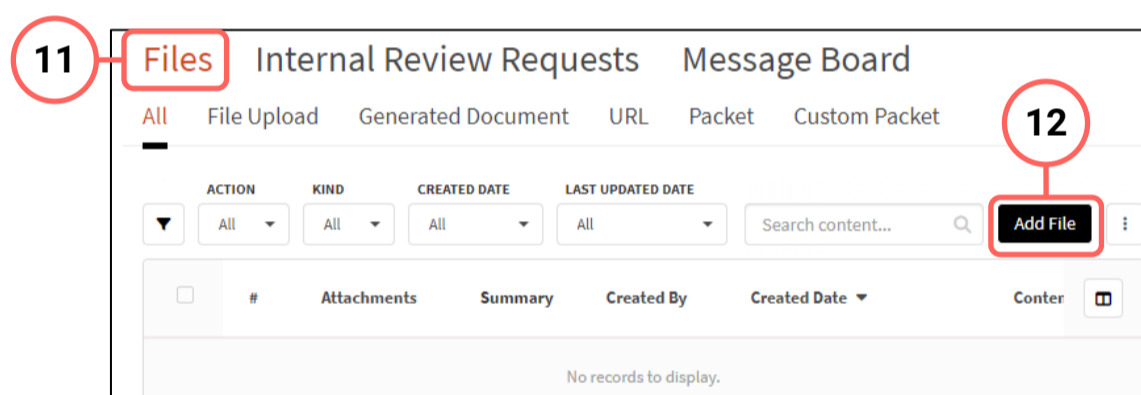
New Internal Review Request

* Indicates mandatory field

Case:

Attaching Files

11. If there are any files or supporting documentation to attach, navigate back to the case and click on the **Files** tab.
12. Click on **Add File** in the top right of the **Files** table.



11 Files Internal Review Requests Message Board

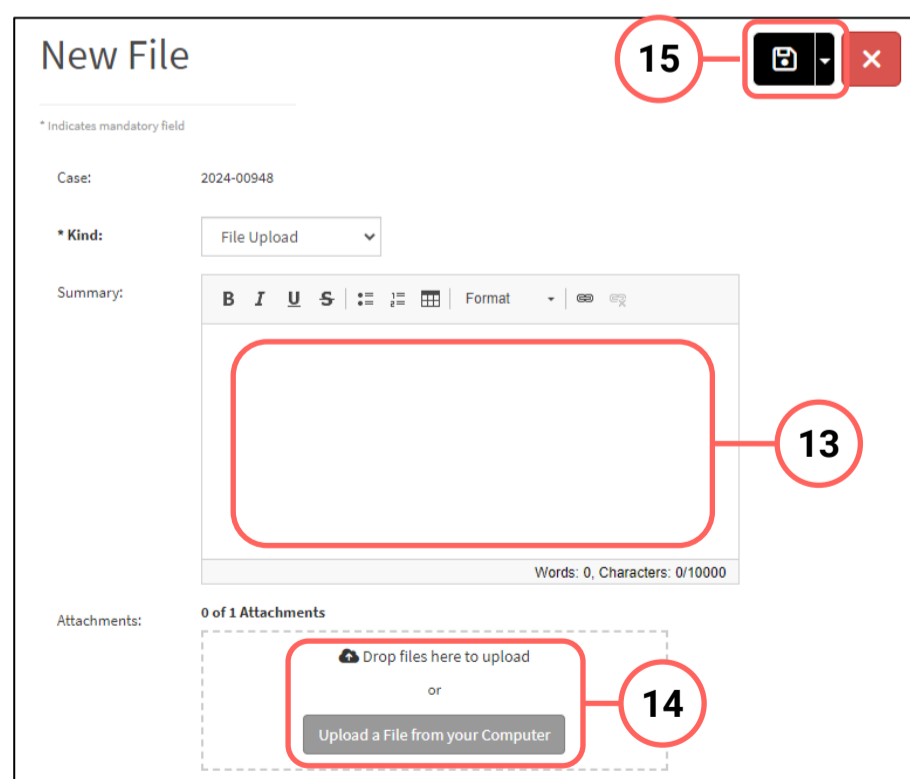
All File Upload Generated Document URL Packet Custom Packet

12 Add File

ACTION	KIND	CREATED DATE	LAST UPDATED DATE	Search content...
All	All	All	All	

#	Attachments	Summary	Created By	Created Date	Center
No records to display.					

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



15

New File

* Indicates mandatory field

Case: 2024-00948

* Kind: File Upload

Summary:

13

Words: 0, Characters: 0/10000

Attachments: 0 of 1 Attachments

14 Drop files here to upload or Upload a File from your Computer

Requesting an Internal Review via the Case IQ Portal

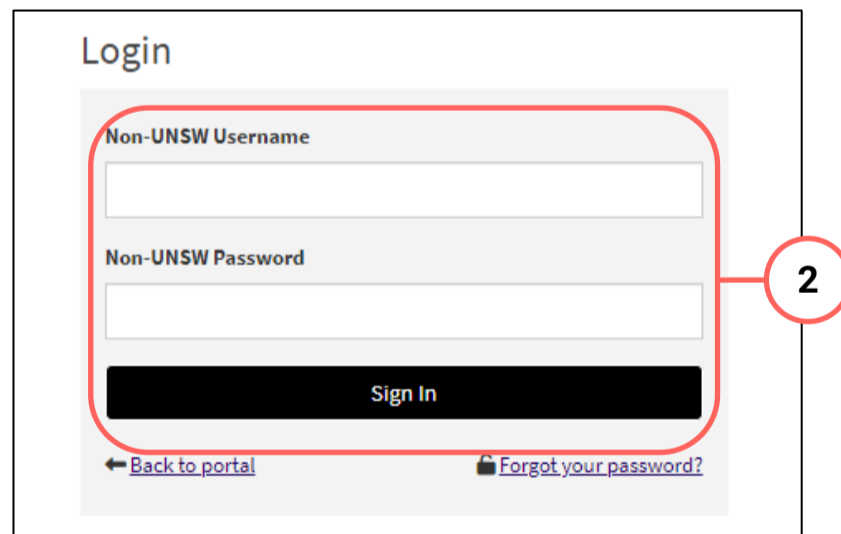
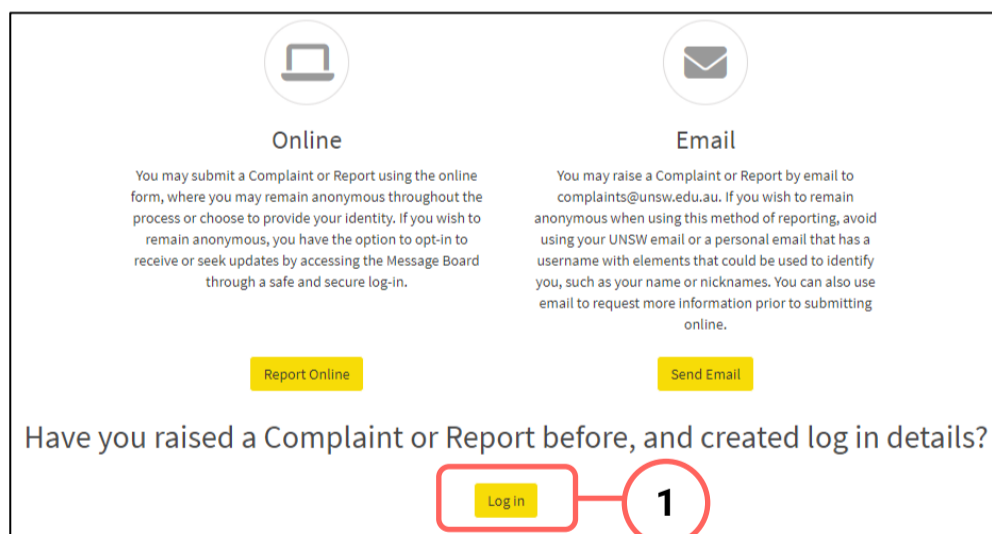
This guide is intended for UNSW students/staff and members of the community, and shows how to request an internal review via the Case IQ Portal on the grounds of a lack of procedural fairness in the investigation process, or where there is new and compelling information not available at the time of the investigation. It is **NOT** possible to request an Internal Review on the merits of a decision. For more information, please visit the [UNSW Conduct & Integrity Office website](#).

Please note that this guide is only applicable for those who opted to create an account when they submitted their complaint or report via the Case IQ Portal. If an account was not created, you will not be able to track progress via Case IQ. To find out more about your complaint or report, please contact the [UNSW Complaints](#) team.

To request an internal review for a complaint or report submitted via single sign-on (SSO), please refer to [this corresponding section](#).

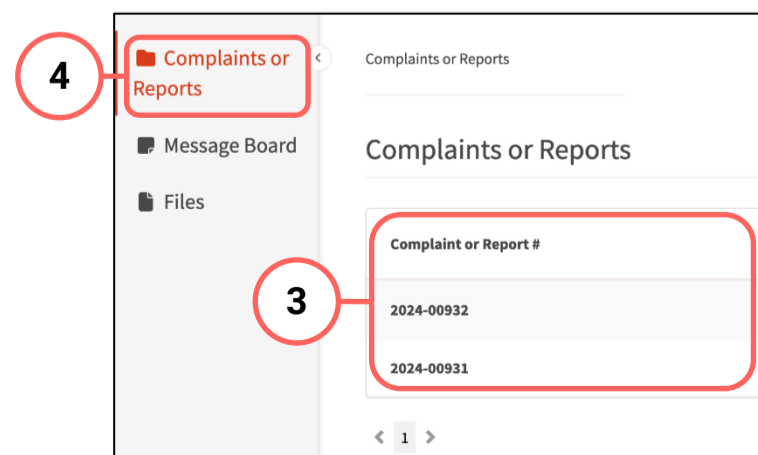
Logging in to the Case IQ Portal

1. Navigate to the [Case IQ Portal](#) and log into your account by clicking on **Log In** at the bottom.
2. Enter your account details and click on **Sign In**.

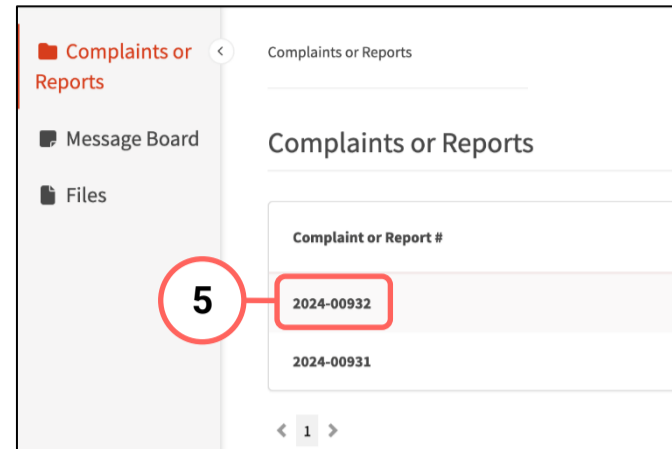


Navigating to Cases

3. Your landing page will show you a table of all the complaints and reports you have submitted to date.
4. If this is not visible, click on the **Complaints or Reports** section in the navigation pane on the left.



5. Click on the case to see more details and its current status.

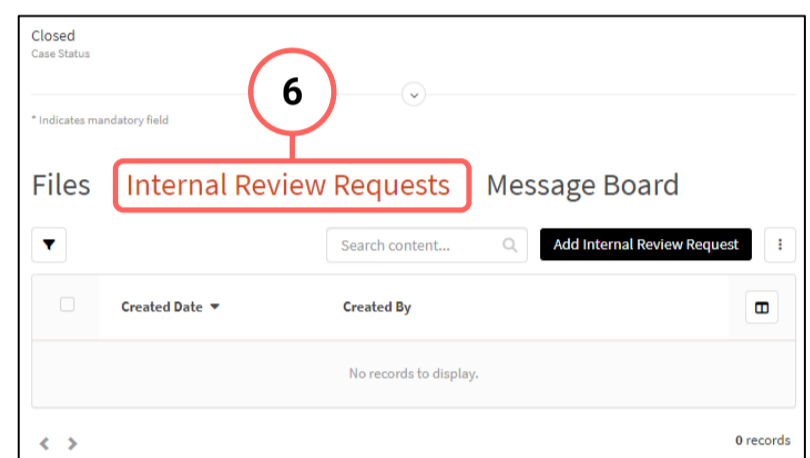


Navigating to Internal Review Requests

6. Navigate to the internal review requests area by clicking on the **Internal Review Requests** tab.

An internal review request submitted prior would appear in the table at the bottom.

NB Parties will have only one opportunity to request an internal review of procedural fairness.

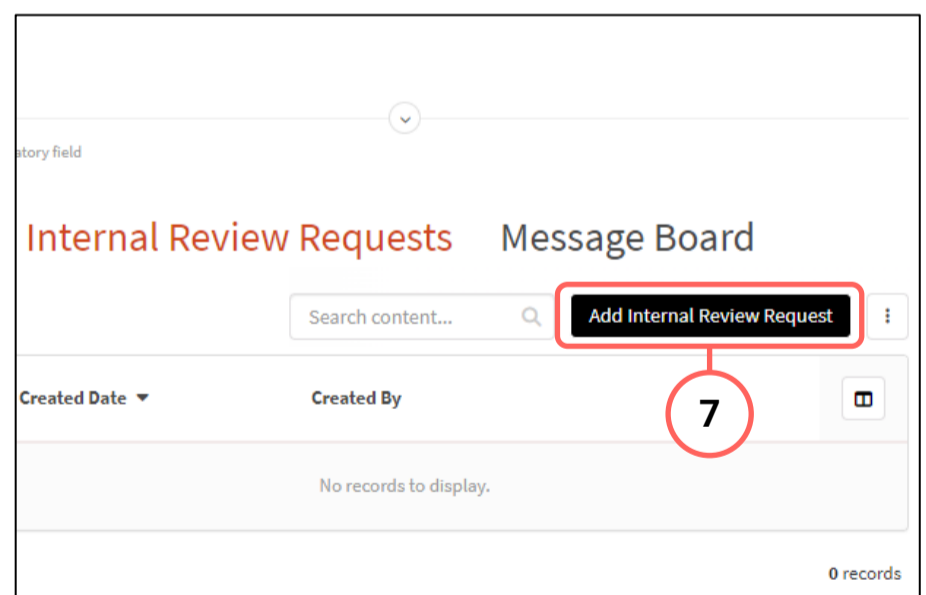


Creating an Internal Review Request

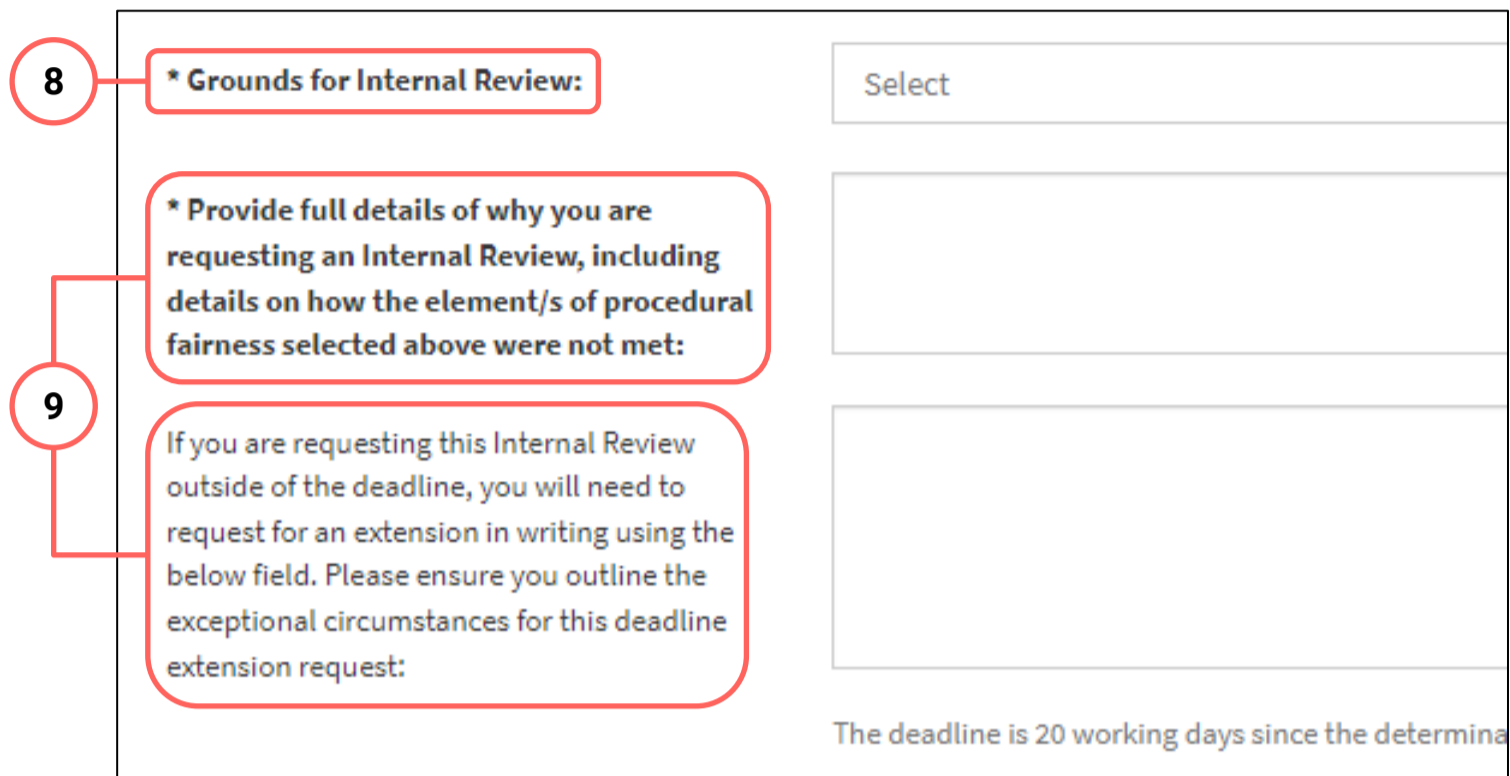
7. Create a new internal review request by clicking on **Add Internal Review Request**.

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8 * Grounds for Internal Review: Select

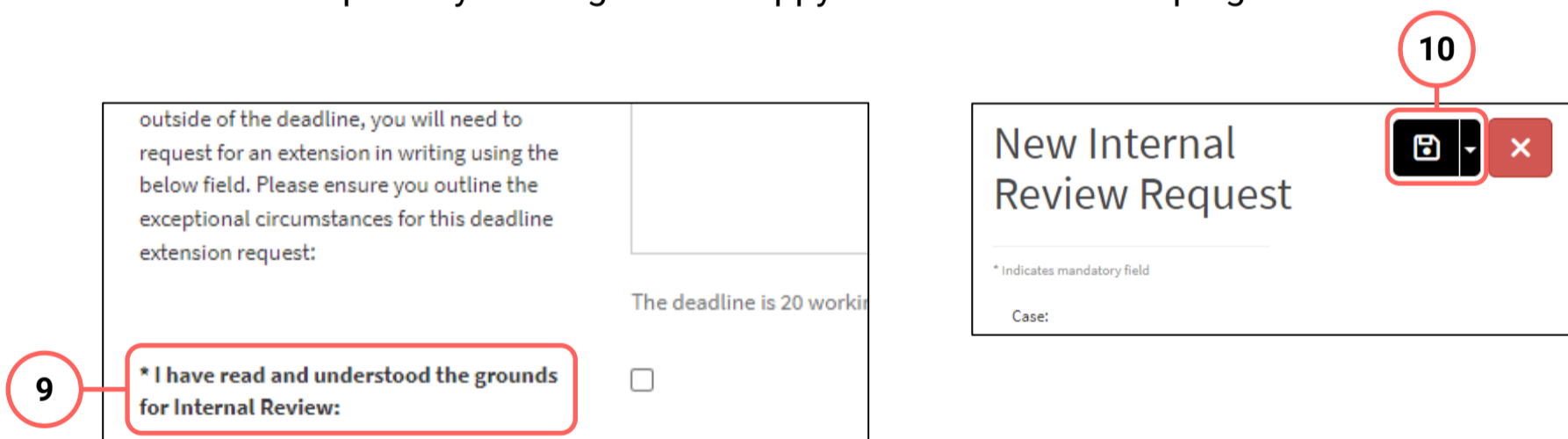
9 * Provide full details of why you are requesting an Internal Review, including details on how the element/s of procedural fairness selected above were not met:

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The deadline is 20 working days since the determina

Submitting the Request

10. If you have read and understood the grounds for an internal review, check the box at the bottom.
11. Submit the request by clicking on the floppy disk button in the top right-hand corner.



9 * I have read and understood the grounds for Internal Review:

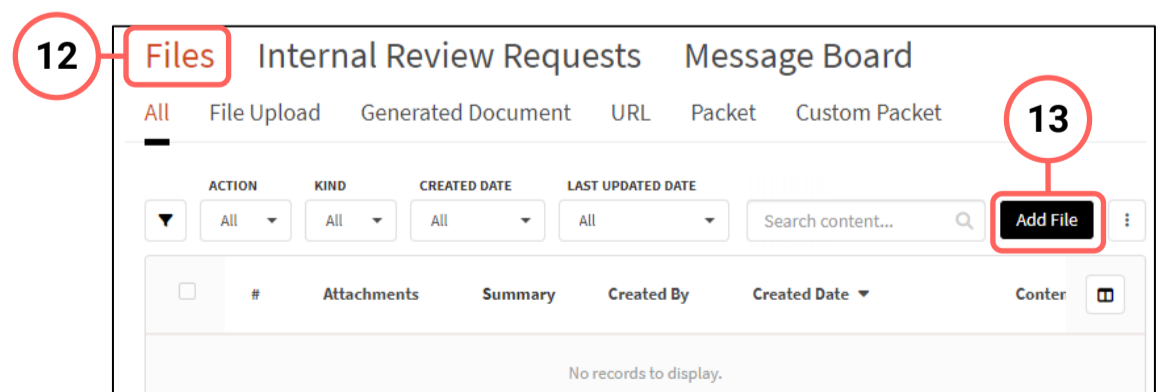
10 New Internal Review Request [Floppy Disk Icon] [Close Icon]

* Indicates mandatory field

Case:

Attaching Files

12. If there are any files or supporting documentation to attach, navigate back to the case and click on the **Files** tab.
13. Click on **Add File** in the top right of the **Files** table.



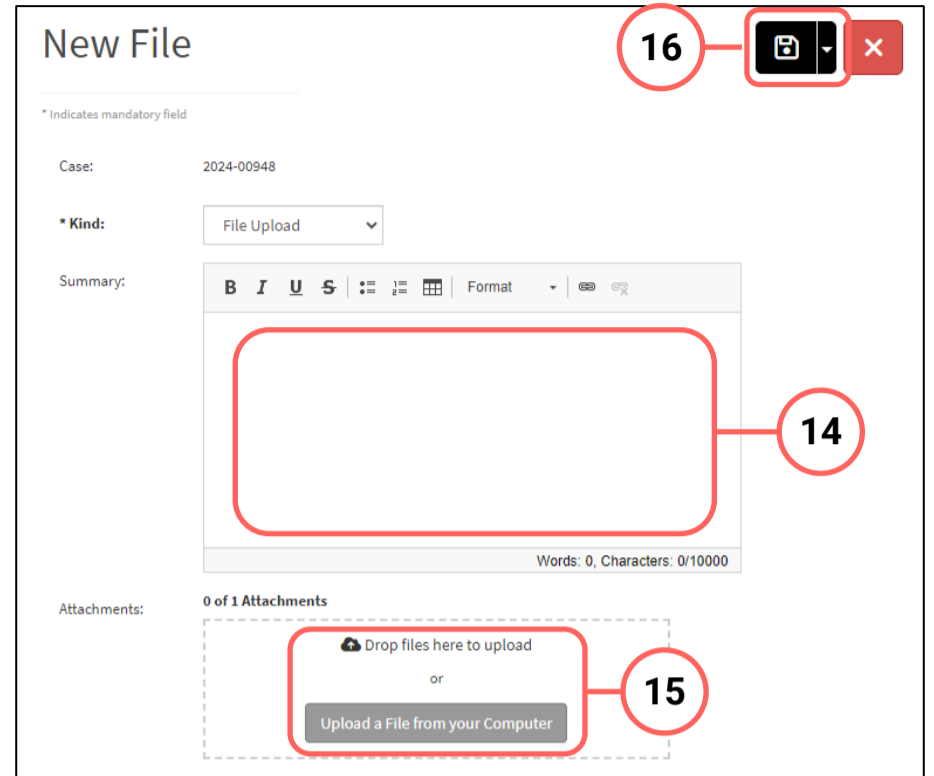
12 Files Internal Review Requests Message Board

All File Upload Generated Document URL Packet Custom Packet

ACTION	KIND	CREATED DATE	LAST UPDATED DATE	SEARCH	ADD FILE
▼	All	All	All	Search content...	13 Add File
<input type="checkbox"/>	#	Attachments	Summary	Created By	Created Date

No records to display.

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



The screenshot shows the 'New File' upload interface. At the top right, there is a floppy disk icon (16) and a close button (X). Below this, the 'Case:' field is set to '2024-00948'. The '* Kind:' dropdown menu is set to 'File Upload'. The 'Summary:' field is a rich text editor with a toolbar (14) and a text area. Below the summary field, the 'Attachments:' section shows '0 of 1 Attachments' and a dashed box containing a floppy disk icon and the text 'Drop files here to upload' or 'Upload a File from your Computer' (15).