Submitting a Report of Gendered Violence via the Case IQ Portal

We appreciate reporting an experience of Gendered Violence or something you have witnessed, can take courage. We know that many people find it easier to do this with a support person.

This guide is intended for UNSW students/staff and members of the community and shows how to submit a report of gendered violence via the Case IQ Portal and anonymously, either as the person affected or a referrer on behalf of the person affected.

You can provide an anonymous report, however, this means we cannot provide you with any response. You can also provide us with limited information allowing us to respond to you with support options.

A report using this form is not a formal complaint unless you ask for it to be considered as a complaint by Conduct and Integrity Office or Employee Relations.

For more information, please visit the UNSW Safer Communities webpage.

To submit via the Case IQ Portal, please refer to this corresponding section.

For other 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
Please select to make your Complaint or Report Online or via Email below.

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.

Email
You may raise a Complaint or Report by email to complaints@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.

A — Report 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.

✕ Decline   ✓ Accept — 1

New Complaint or Report

* Indicates mandatory field

About the issue

2 * Do you wish to remain anonymous?:   ○ Yes ○ No

Please note that if you choose to remain anonymous, this may impact

3 * Are you a UNSW Student, UNSW Staff Member or External to the University?:   [External ▾]

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.

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Selecting Gendered Violence

4. Select **Gendered Violence** as the issue.

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

4 * Please tell us about your issue: [Gendered Violence ▾]

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About you as the Referrer/Reporter   **5**

Referrer Title: [<Select> ▾]

* Referrer First Name: [   ]

Referrer Preferred Name: [   ]

* Referrer Last Name: [   ]
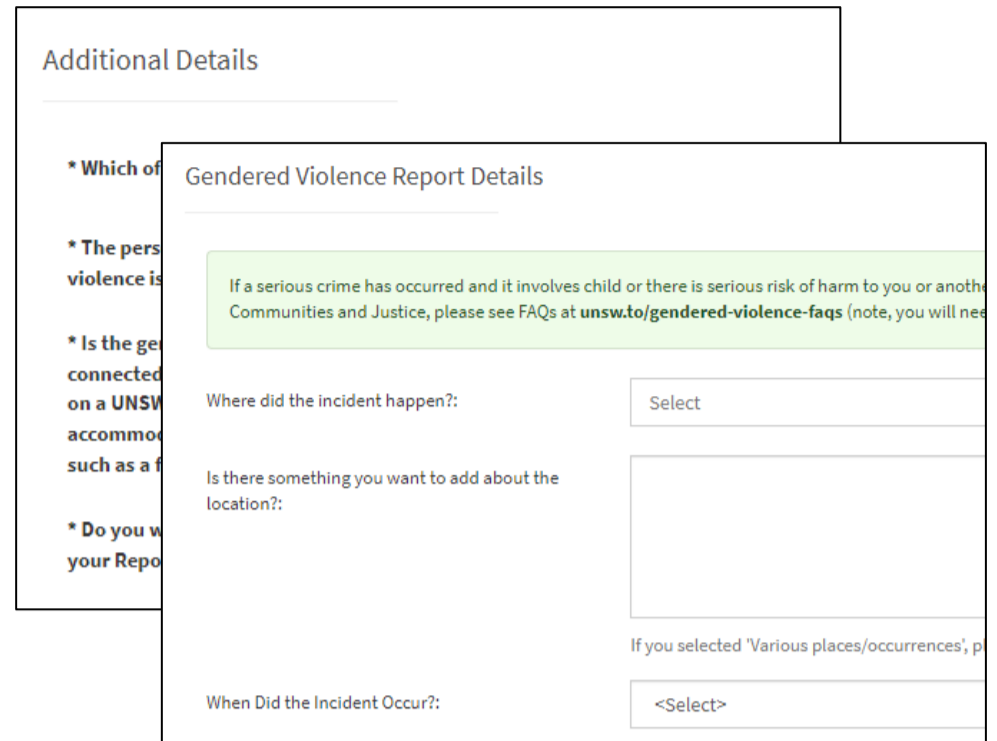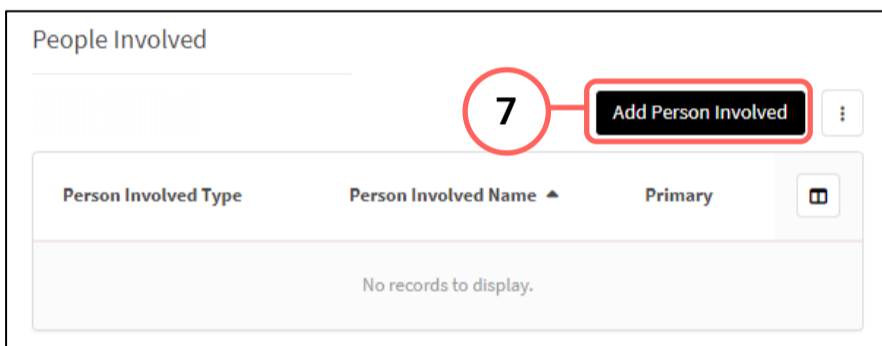
Providing Referrer/Reporter Details

5. If you initially selected to not remain anonymous in Step A2, provide your details as either the person affected (reporter) or referrer (submitting on behalf of the person affected).

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

Completing the Rest of the Webform

6. Complete the rest of the webform, filling out the mandatory questions in **bolded** and marked with an asterisk (*) at a minimum to submit this report.

   You can also provide us with limited information allowing us to respond to you with support options.
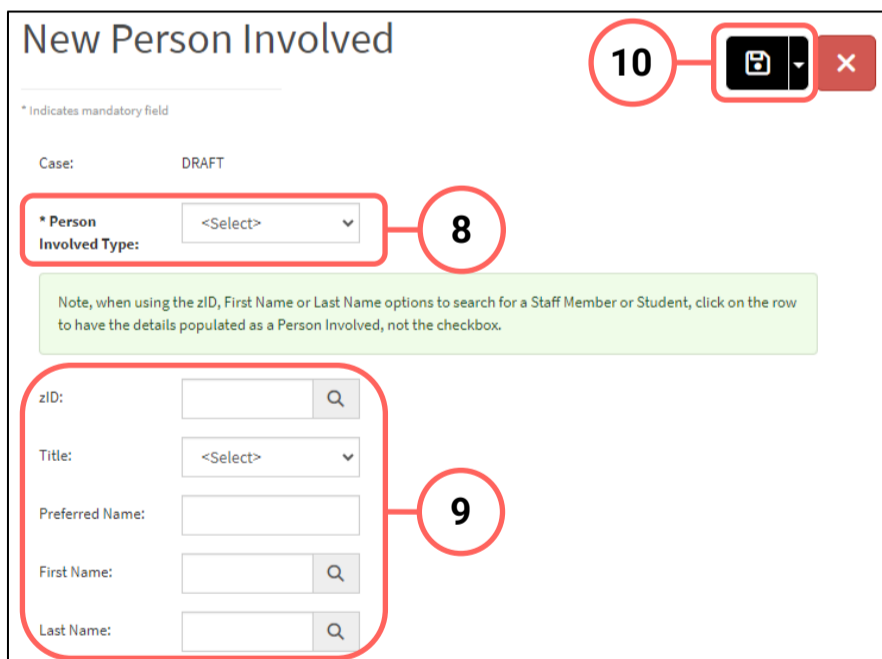

Adding People Involved

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

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

9. 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.
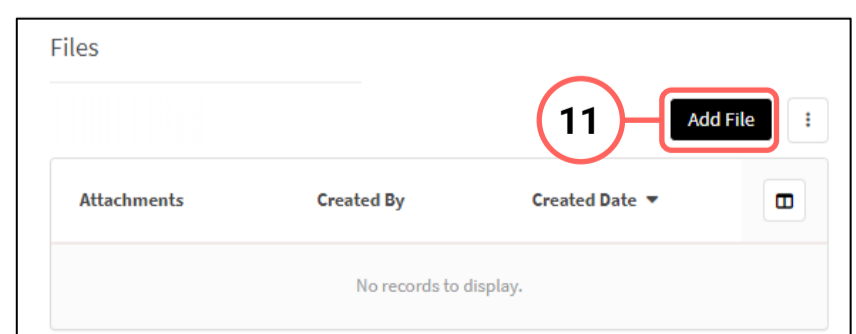
10. Finish adding the person to the case by clicking on the **floppy disk button** in the top right-hand corner.

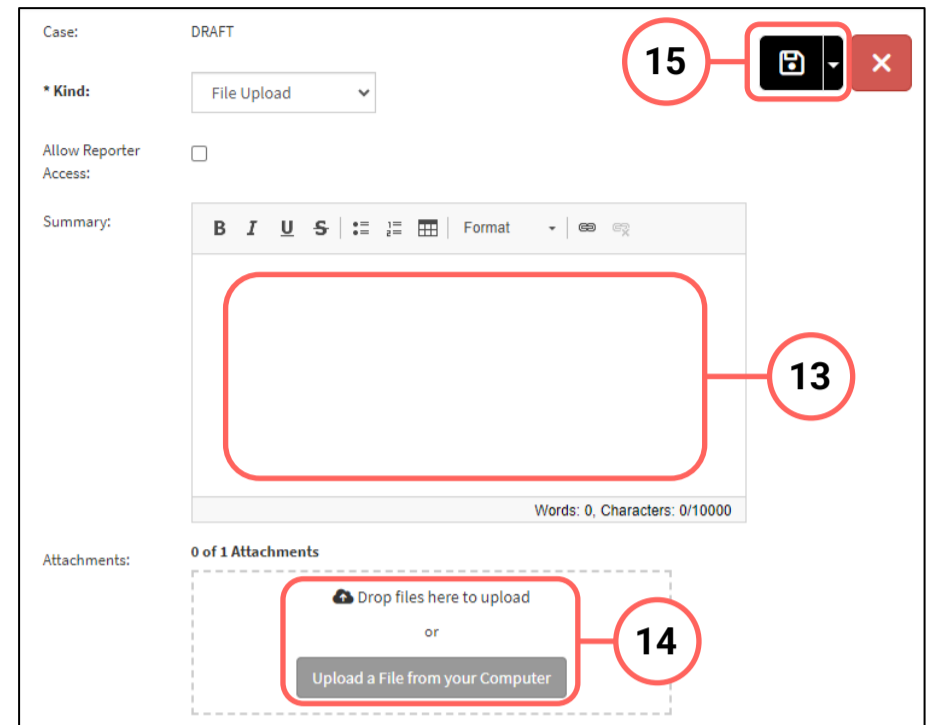11. Repeat for any other person(s).

Attaching Files

12. If there are any files to attach, click on **Add File** in the top right of the **Files** table.
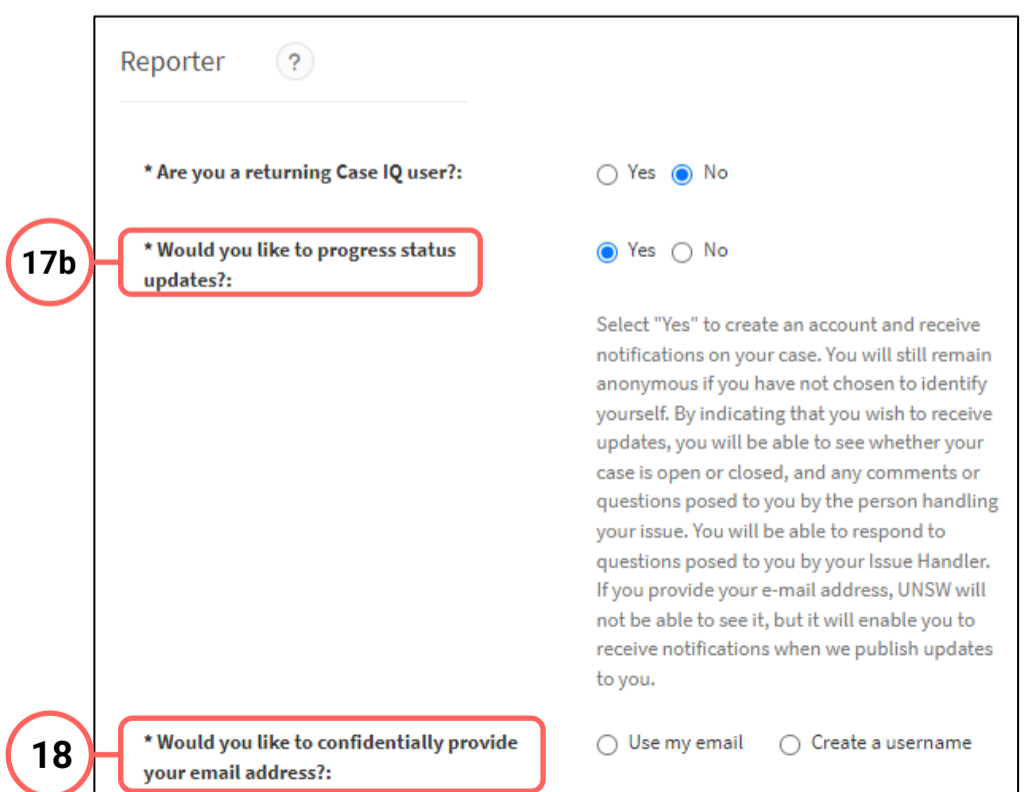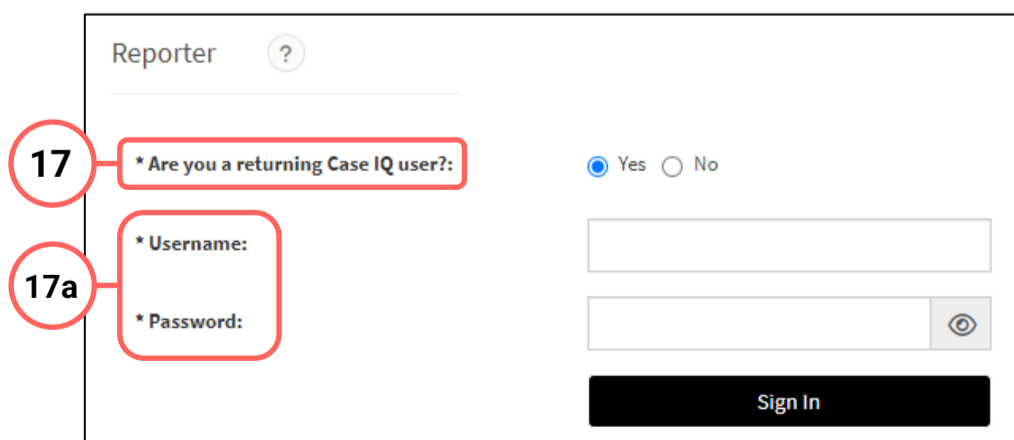
13. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.

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).
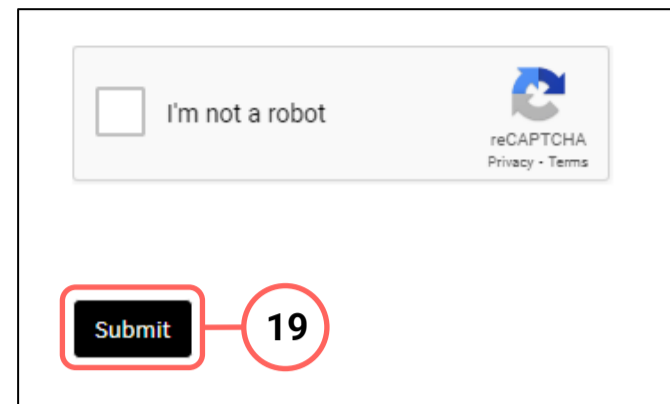
Logging in to / Creating an Account

17. 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.

18. 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

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

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B – Send Email

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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 or reportgenderedviolence@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.