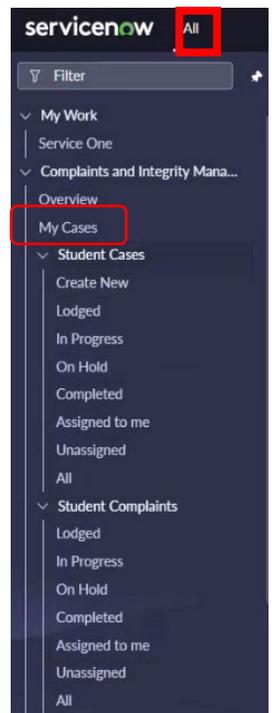## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

Viewing a Student Case which has been Delegated to You

Any student cases which you have been marked as a Decision Maker or Delegate on, will show in your My Cases list.

To view this list, click All at the top left-hand side of the screen.

Then click *My Cases*.

NOTE: You can pin this menu by clicking on the *Pin icon*

The menu will then always stay on the left-hand side of your screen, when you are in the case management module.

A list of any cases you are marked on will appear. To open a particular case, click on the case Number hyperlink.

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

Viewing Details on a Student Case

Once you are in a student case, you will see the overview screen. This will show you the Case Number, Case Type, Categories, College/Portfolio, Business Unit (if applicable), Date submitted, who it was Requested by, Student details, Student FAN, State of the case, Priority, and the Assignment Group.

The case timeline is also captured at the top of the student case and will move along as the case progresses through the various States.

Check the Case summary box for any relevant information which has been left by the Student Policy and Integrity Services Team (SPIS) when they did their initial review and triage.

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

Viewing Document Attachments on a Student Case

Review any documentation that has been attached to the case. All attachments will show as a link, at the top left-hand side of the case record, just above the timeline.

Documents attached to the **Child student case** are not accessible to the student or the person who reported the case; and are only available to staff who have access to manage the case record

For example, for a Complaint case, attachments on the Child case record are not visible to the student; for an Academic Integrity Issue Report, attachments on the Child case record are not visible to the Topic Coordinator who reported the allegation.

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Documents attached to the **Parent student case** are accessible to the student or requestor. Staff can share attachments with students or the requestor by attaching the document to the Parent case record.

For example, for a Complaints case, attachments on the Parent case record are visible to the student; for an Academic Integrity Issue Report, attachments on the Parent case record are visible to the Topic Coordinator who reported the allegation.

The student or requestor can upload additional documents to their case from their "My Request"

in Service One. The documents will appear as Attachments on the Parent case record.