



Serious Incident Reporting Policy

Purpose

This policy outlines the procedures for identifying, recording and reporting serious incidents to the Charity Commission in accordance with its guidance. It ensures that trustees of **Panshanger PTA** meet their legal obligations and that the charity responds appropriately.

It will be reviewed annually to ensure that it remains appropriate to the organisation and its volunteers' needs.

Definition of a serious incident

A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:

- Harm to beneficiaries, volunteers or others
- Loss of the charity's money or assets
- Damage to the charity's property
- Harm to the charity's work or reputation

Examples include:

- Safeguarding concerns
- Fraud or theft
- Cybercrime or data breaches
- Significant governance failures
- Legal disputes or regulatory breaches

Responsibilities

- **Trustees:** Ultimately responsible for ensuring incidents are reported promptly and appropriately
- **All Volunteers:** Must report any concerns immediately directly to a trustee

Internal reporting procedure

1. Any individual who becomes aware of a potential serious incident must report it immediately to a trustee
2. An internal incident form must be completed within 24 hours
3. The trustees will assess the incident and determine whether it meets the threshold for external reporting

External reporting procedure

If the incident is deemed serious:

1. Notify all of the trustees
2. Prepare a report including:

These model policies do not constitute legal advice or attempt to cover all situations that your association may require. We recommend that you use these model policies as a starting point to develop policies that cover your precise needs and situation. These policies are based upon our best interpretation of current guidance that has been provided by a range of sources. We will endeavour to update these policies regularly with any relevant changes.

- What happened
 - When and where it occurred
 - Who was involved
 - Immediate actions taken
 - Ongoing risk management steps
3. Submit the report to the Charity Commission via their online form:
 - a. <https://rsi.charitycommission.gov.uk/web/register/reporting-or-updating-a-serious-incident>
 - b. <https://www.charitycommissionni.org.uk/concerns-and-decisions/serious-incident-reporting-a-guide-for-charity-trustees/>
 4. Notify all relevant authorities (e.g. police, ICO) if applicable

It's important that you provide enough detail in your report to give a clear picture of what happened and when, the extent of any loss or harm, how you're dealing with it and the possible next steps. It is not necessary to provide the names or any other personal details of any individuals involved in the incident in your initial report.

Record-keeping

Maintain a central log of all serious incidents, including:

- Date and nature of the incident
- Actions taken
- Outcomes and follow-up

Ensure confidentiality and data protection compliance.

Review and learning

- Each incident will be reviewed to identify lessons learned
- Trustees will consider whether policies or procedures need to be updated
- This policy will be reviewed annually or after any serious incident by the **Panshanger PTA** committee

Reporting fraud

Incidents of fraud should be report to [Action Fraud](#) ensuring a crime reference number is obtained and making it clear that the person reporting is representing the charity. Action Fraud is a national reporting centre specifically for reporting fraud and has an online fraud reporting service, available 24 hours a day. Their website includes a comprehensive A to Z of types of fraud.

Action Fraud – actionfraud.police.uk – 0300 123 2040

- Charity Commission for England and Wales: 0300 066 9197

Internal Incident Report Form

Confidential - For Internal Use Only

1. Reporter Information

Full Name: _____

Committee Role:

Contact Number: _____

Email Address: _____

2. Incident Details

Date of Incident: / /

Time of Incident: _____: _____ (AM/PM)

Event: _____

Location of Event: _____

Location of Incident: _____

Type of Incident:

☐ Injury/Illness☐ Security Breach

☐ Property Damage

☐ Harassment/Discrimination☐ Safety Violation

☐ Other:

Severity Level:

☐ Minor☐ Moderate☐ Severe☐ Critical

3. Description of Incident

Provide a detailed account of what happened, including events leading up to the incident, actions taken, and any contributing factors:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

4. Individuals Involved

List all individuals involved, including witnesses:

Name	Role (e.g., Witness, Victim, Involved Party)	Contact Info

5. Immediate Actions Taken

Describe any immediate actions taken to address the incident:

6. Supporting Evidence

Attach or describe any supporting documents, photos, videos, other evidence:

7. Attach Risk Assessment for event if applicable

8. Reporter's Signature

Signature: _____

Date: ____ / ____ / ____