



Registered Charity No. 1192282

# Procedure – Recording & Reporting of Accidents, Incidents and Complaints

**Approved by Trustees: 14<sup>th</sup> May 2024**

**Next Review: April 2027**

## Introduction

The procedure sets out the arrangements for the responding to accident, incidents or complaints associated with activities involving the Together We Can Do charity.

## Responsibilities

1. The Session Leader is responsible for ensuring that
  - a. any accident or incident with the potential to affect the health, safety or welfare of a member, volunteer or staff is recorded (ref 1).
  - b. in addition any potential safeguarding incidents are reported to the Welfare Officer.
  - c. potential safeguarding and significant welfare, health safety and other incidents are reported to the Project Manager or Chair of trustees if unavailable.
  - d. any accident or incident occurring in hired venue facilities is communicated to their representative.
  
2. The Welfare Officer is responsible for ensuring that
  - a. any potential safeguarding incidents, bullying, abuse or other similar matters are handled in accordance the Safeguarding Members Policy and Procedure (ref 2).
  
3. The Project Manager is responsible for ensuring that
  - a. potential safeguarding and significant welfare, health safety and other incidents are reported to the Chair of Trustees or another trustee if unavailable.
  - b. any concern or complaint about the operation of the charity's activities is discussed with the individual making the complaint and appropriate records made of the discussion. If the matter cannot be resolved or is consider significant then the individual should be asked to record details on the Complaint Form (ref 3) and brought to the attention of the Chair of trustees.
  - c. all accidents, incident and complaints are investigated in line with the requirements of reference 4 and relevant and appropriate actions are taken to prevent harm or danger to individuals.
  - d. summary details of the accident, incident or complaint is retrospectively reported to the trustees.
  
4. The Chair of the trustees is responsible for ensuring that
  - a. any significant accident, incident or complaint is investigated and where appropriate actions to prevent a recurrence are identified
  - b. details of the investigation and any recommended actions are discussed by the trustees.

5. The trustees are responsible for ensuring that
  - a. potential safeguarding and significant welfare, health safety and other incidents have been investigated and appropriate actions and recommendations have been made.
  - b. any complaint relating to activities undertaken by the charity have been investigated and appropriate actions and recommendations have been made.
  - c. confirmation is obtained that the agreed recommendations have been satisfactorily implemented.
  - d. any issues or concerns with respect to suitability and effectiveness of these arrangements are periodically reviewed and recommendations for improvements identified.
6. The Secretary is responsible for ensuring that
  - a. all complaints (completed Complaint Forms or other recorded means) are retained and details are provided to the trustees.

## References

1. Microsoft Forms app (<https://forms.office.com/e/Kwairzntj0>)
2. Safeguarding Members Policy & Procedure, Issue 1b, Feb 2021
3. Compliments and Complaint Form, Issue 1, Jan 2021
4. Investigation of accidents, incidents, complaints & allegations, Issue 1, Feb 2024