



Serious Incident Reporting Policy

Policy Owner: Chair

Date Approved: 9th December 2025

Review Date: Dec 2028

1. Introduction and Purpose

This policy sets out the procedures for identifying, managing, and reporting serious incidents to the Charity Commission for England and Wales (the "Commission") and other relevant statutory authorities.

The trustees are responsible for ensuring the charity is well-managed and meets its legal and regulatory requirements. Prompt reporting of serious incidents is an essential part of these duties and demonstrates that the trustees are taking appropriate action to manage risks and protect the charity's people, assets, operations, and reputation.

2. Definition of a Serious Incident

A serious incident is an actual or alleged adverse event that causes or risks significant harm to the charity, its beneficiaries, staff, volunteers, or reputation. The term "significant" is relative to the charity's size, operations, and finances. Reporting is generally required for issues like safeguarding, financial crimes or losses, connections to terrorism, governance problems, data breaches, and incidents involving partners. If unsure, reporting is recommended.



3. Reporting Procedures

Internal Reporting

Any individual aware of a potential serious incident must report it internally immediately. Immediate steps should limit harm, and the issue must be escalated to trustees to decide on external reporting. Detailed records must be kept.

External Reporting

Trustees are responsible but can delegate external reporting.

1. Reports to the Charity Commission must be made promptly by the Chair on behalf of the Charity Board via the GOV.UK online form, detailing the event, impact, and response. In any circumstances where the Chair cannot make the report this duty will fall to the General Secretary.
2. Reports to other agencies like the Police, safeguarding bodies, ICO, or HSE may also be necessary depending on the incident. Any reference numbers from other agencies should be included in the report to the Commission.

4. Post-Incident Review and Prevention

Following an incident, trustees will review causes and implement preventive measures, potentially updating controls, policies, or procedures. Significant updates should be reported to the Commission, and this policy will be regularly reviewed.

