



Serious Incident Reporting Policy

Purpose

This policy outlines the procedures for identifying, reporting and managing serious incidents. It ensures compliance with the Charity Commission guidelines and promotes transparency and accountability.

Applicability

This policy applies to anyone working on our behalf, including trustees, staff, volunteers and contractors.

When to Raise a Concern

A serious incident is an actual or alleged adverse event. We shall raise a concern about:

- Not following the law, which significantly damages our reputation and public trust
- Serious harm to trustees, staff, volunteers or people who encounter our charity through their work
- Being used for significant private advantage
- Being set up for illegal or improper purposes, for example to avoid paying tax
- Losing significant amounts of money
- Losing significant assets, for example land or buildings
- Criminal, illegal or terrorist activity

Investigating an Incident

Serious incidents may need to be formally investigated or investigated by external authorities. However, even if it is only minor and only needs an informal review by trustees, the following shall be done:

- Identify what happened and the extent of any injury or harm
- Assess if there is a serious incident, or other reporting requirement
- Identify the cause and/or if there was a weakness in a policy or procedure
- Identify steps to prevent/mitigate the risk of it happening again, by whom and timescale for doing so

Responsibility to Report

Trustees are responsible for reporting serious incidents. They may delegate the task to an employee or professional adviser, but they retain ultimate responsibility for ensuring timely and accurate reporting.

What to Report

Incidents that must be reported include, but are not limited to:

- Fraud, theft or significant financial loss
- Significant harm to trustees, staff, volunteers, contractors and anybody who uses our facilities
- Major governance issues
- Any other incident that could seriously impact the charity's reputation or operations

The main categories of reportable incident are:

- Protecting people and safeguarding incidents - incidents that have resulted in or risk significant harm
- Financial crimes - fraud, theft, cyber-crime and money laundering
- Large donations from an unknown source or suspicious financial activity using the charity's funds
- Other significant financial loss
- Links to terrorism or extremism, individuals subject to an asset freeze, or kidnapping of staff
- Other incidents e.g. insolvency, data breaches or incidents involving partners that affect our charity

Examples can be found on the Charity Commission website, link [Examples table - deciding what to report](#)

Action to Take and How to Report

If a serious incident is identified, the charity shall take immediate action to:

- Prevent or minimise any further harm, loss and damage
- Report it to the Charity Commission as a serious incident (see below)
- Report it to the police and other relevant organisations if you suspect a crime has been committed
- Plan what to say to staff, volunteers, members of the public and other interested parties
- Review what happened and prevent it from happening again, this may include reviewing policies and procedures, internal and external investigations or seeking help from professional advisers

As soon as a serious incident is identified we shall report it to the Charity Commission via their online form, link [Report a serious incident online form](#) which shall include:

- What happened
- How the charity is dealing with the incident
- Steps taken to prevent a recurrence

We shall provide updates to the Charity Commission as the situation develops and when it is resolved.

Availability

This policy is published on our website <https://www.colburymemorialhall.org.uk/> and shall be given to anyone who wishes to have a copy.

Version Control- Approval and Review

This policy shall be reviewed and approved annually by trustees, following an incident or other significant factor.

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	31.10.2025	First version approved	Annual