



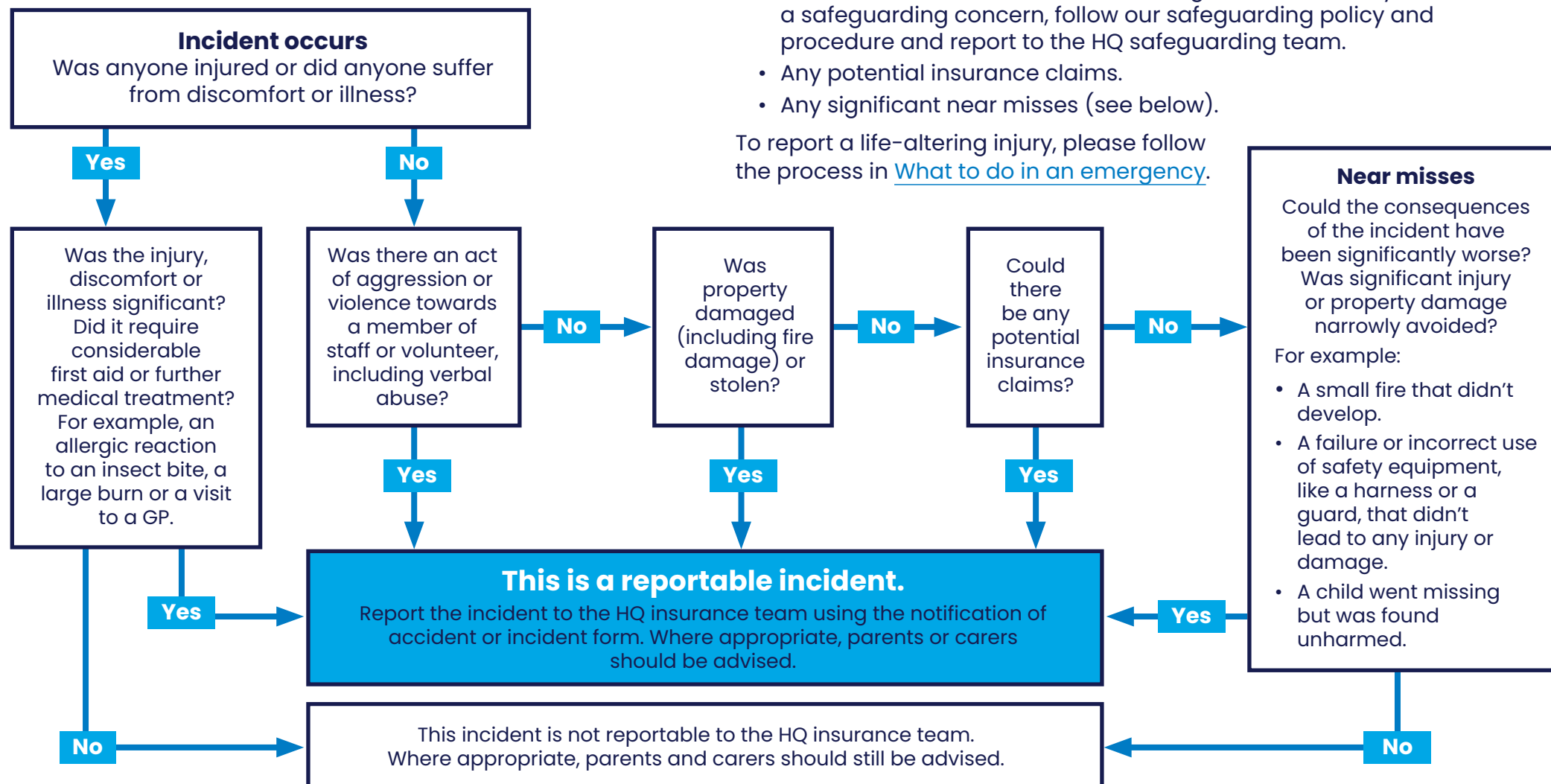
Reportable incidents

The following incidents must be reported to the HQ insurance team.

Those resulting in:

- Significant injury, discomfort or illness following an accident or incident.
- Damage to property.
- Incidents that involve acts of aggression or violence towards a member of staff or volunteer, including verbal abuse. If you have a safeguarding concern, follow our safeguarding policy and procedure and report to the HQ safeguarding team.
- Any potential insurance claims.
- Any significant near misses (see below).

To report a life-altering injury, please follow the process in [What to do in an emergency](#).



If at any point the outcome of the incident changes, the incident might become reportable. For example, what is originally thought to be a minor bruise turns out to be a broken arm, or an incident you thought hadn't caused property damage turns out to have caused damage.