



# **The Palestine Trauma Centre (UK)**

## **REPORTING A SERIOUS INCIDENT POLICY**

This policy will be reviewed on an ongoing basis, at least once a year. The Palestine Trauma Centre (UK) will amend this policy, following consultation, where appropriate.

Date of last review: 16 November 2023

## Reporting a Serious Incident

This policy is taken from the [Charity Commission's Serious Incident Guidance](#) and states how PTC(UK) should report a serious incident in the event of it happening in our charity.

### Action to take

If something goes wrong, immediate action needs to be taken:

- prevent or minimise any further harm, loss or damage;
- report it to the Charity Commission as a serious incident;
- plan what to say to your trustees, associates, volunteers, members, the public, the media and other stakeholders, such as funders;
- review what happened and prevent it from happening again – this may include reviewing internal controls and procedures, internal or external investigation and/or seeking appropriate help from professional advisers.

Report serious incidents by email to: [RSI@charitycommission.gov.uk](mailto:RSI@charitycommission.gov.uk)

You should report what happened and explain how you are dealing with it, even if you have already reported it to the police or another regulator.

If you are reporting the incident as a trustee, you need to confirm that you have authority to report on behalf of the trustee body.

You may find it helpful to refer to the reporting checklist.

When making a serious incident report, you should provide details of:

- who you are and your connection to the PTC(UK) charity;
- the authority you have to report on behalf of the PTC(UK)'s trustees;
- who in the trustee body is aware of the incident, for example is it all trustees or just some of them?
- what happened and when the PTC(UK) first became aware of it;
- the action which has been taken or will be taken to deal with the incident and prevent future problems.

It is important that you provide enough detail in your report to give the Commission a clear picture of what happened and when, the extent of any loss or harm, how you are dealing with it and the possible next steps. It is not necessary to provide the names of any individuals involved in the incident in your initial report – the Charity Commission will come back to you if it needs this information.