**<Insert Group Name> – Serious Incident Reporting Policy**

**Introduction**

<Insert Group Name> recognises its responsibility to identify, manage and report serious incidents in a timely and responsible manner.

**Scope**

This policy applies to all members, volunteers, and committee members of <Insert Group Name>. It covers all Group activities, with particular attention to on-road activities, as these represent the most frequent source of serious incidents requiring formal reporting and follow-up.

**Definition of a Serious Incident**

A serious incident is any event that results in, or poses a significant risk of, harm to:

* People (e.g. physical injury, safeguarding concerns)
* Property or finances (e.g. theft, fraud, or major asset damage)
* Reputation (e.g. inappropriate behaviour, media exposure)
* Data and privacy (e.g. personal data breach)

For IAM RoadSmart Groups, on-road incidents (such as serious accidents during assessments, observed runs, or events) are the most frequently reported serious incidents. These may involve injury, emergency services, or significant risk to participants or the public.

Other examples include:

* Abuse, neglect, or harm to a member or volunteer
* Criminal activity involving Group members or resources
* Data breaches or IT security failures
* Legal claims against the Group or its representatives

Groups are encouraged to apply judgement and seek advice where there is uncertainty about whether an incident meets the threshold.

**Reporting Process**

IAM RoadSmart affiliated Groups are expected to use two separate reporting tools for managing incidents. The On-Road Incident Report Form is used to document any incidents that occur during on-road activities, such as vehicle collisions, near misses, or injuries. This form should be completed as soon as possible after the event, capturing details like date, time, individuals involved, injuries, and any emergency service attendance. It should also include follow-up actions, Area Service Delivery Manager (ASDM) input, and Regional Manager comments. The form can be found in the 'Observer documents' section of the Group Management Dashboard and must be completed promptly and stored securely for reference and assessment.

In addition, all Groups must log and manage Serious Incidents using a separate Serious Incident Reporting Log. A serious incident includes any event that causes or risks significant harm to people, property, finances, reputation, or data, such as abuse, criminal activity, data breaches, or financial fraud. Groups are responsible for logging the incident, conducting an initial assessment, safeguarding individuals or assets, and reporting to relevant authorities where required (e.g. Charity Commission, Police, ICO). A named committee member should lead on these matters, and all records must be kept confidential and handled in line with data protection laws. Proper reporting of both on-road and serious incidents is essential to maintain safety, trust, and legal compliance.

**Responsible Officer**

The designated point of contact for serious incidents is:

* **Name:**
* **Position:**
* **Contact Details:**

**External Reporting**

<Detail how your Group will determine if the Charity Commission or other authority should be notified.>

**Data Protection**

<Document your Groups commitment to handling data in line with GDPR.>

**Review Cycle**

<Insert Group Name> will review this policy annually.