

Serious Incident Reporting Policy

1. Policy Statement

This policy outlines the process for reporting and managing serious incidents involving NAMSS activities, services or representatives. The aim of the policy is to ensure a prompt, proportionate and transparent response to incidents that could pose a risk to individuals, NAMSS' reputation or its legal and regulatory obligations.

2. Scope

This policy applies to all NAMSS Trustees, members and stakeholders who become aware of or, are involved in a serious incident occurring during or in connection with a NAMSS event, communication or operations.

3. What Constitutes a Serious Incident?

A serious incident includes, but is not limited to:

- Physical harm or risk to a person during a NAMSS activity
- Data breach or loss of confidential information
- Financial loss or fraud
- Criminal activity or serious misconduct
- Reputational damage to NAMSS

4. Reporting a Serious Incident

Incidents must be reported as soon as possible via email or the 'Contact Us' form on the NAMSS website. Please include the following in the report:

- Date, time and location of the incident
- Description of what occurred
- Individuals involved or affected
- Any immediate actions taken
- Supporting evidence, if available

Email: reporting@namss.ac.uk

Website: <https://www.namss.ac.uk/contact-us/>

5. Investigation and Response

- **Acknowledgement:** You will receive an acknowledgement email within 5 working days.
- **Investigation:** An impartial Executive member will be allocated to investigate your report.
- **Response:** NAMSS will endeavour to complete the investigation within 28 days subject to the complexity of the incident. A written response will be provided on completion of the investigation.
- **Action:** Appropriate action will be taken which may include notifying regulatory bodies, supporting affected individuals or implementing new safeguards.

6. Confidentiality and Support

All reports will be handled confidentially and sensitively. Information will only be shared with those directly involved in the investigation. Support will be offered to those affected.

7. Monitoring and Review

This policy will be reviewed every 3 years or following any serious incident that indicates a need for changes.

Last Reviewed: July 2025	Next Review Date: July 2028
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