

# INCIDENT REPORTING FORM ROADMAP

1. INCIDENT REPORT RECEIVED.

2. RESPOND WITHIN 3 DAYS AND SEND RECEIPT OF ACKNOWLEDGEMENT. AN AUTOMATED MESSAGE WILL BE SENT TO SENDER OUTLINING TIMEFRAME OF RESPONSE FROM EDI TEAM.

3. SEND REPORT TO RELEVANT CONTACT E.G HRBP/ SAFEGUARDING AS SOON AS REPORT ACKNOWLEDGMENT HAS BEEN SENT.

5. AFTER 1 WEEK, CHASE UP PROGRESS OF REPORT INCLUDING EXPECTED DATE FOR CLOSURE. UPDATE THE PERSON WHO MADE THE REPORT.

4. LOG REPORT IF ENOUGH INFORMATION HAS NOT BEEN PROVIDED. E.G. NO NAME, LOCATION, NO PERPETRATOR INFORMATION. MONITOR FOR HOTSPOT AREAS AND COMMON REPORTING REASONS

6. AFTER 2 WEEKS, CHASE UP PROGRESS OF REPORT INCLUDING EXPECTED DATE FOR CLOSURE. UPDATE THE PERSON WHO MADE THE REPORT.

7. AFTER 3 WEEKS, CHASE FOR UPDATE OF REPORT IF NO CLOSURE HAS BEEN CONFIRMED.

8. CASE CLOSED. ACTIONED OR LOGGED. INFORM PERSON WHO MADE THE REPORT IF RELEVANT AND ASK IF THEY ARE SATISFIED WITH THE WAY THE CASE WAS DEALT.