

Carelinks Incident Reporting Policy

Our responsibility to report

The Charity Commission requires charities to report serious incidents. If a serious incident takes place within Carelinks, we will disclose it to the Commission promptly, fully and frankly, even if we have also reported it to the police, donors or someone else.

What is a serious incident?

A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:

- harm to our charity's beneficiaries, volunteers or others who come into contact with us through our work
- loss of our money or assets
- damage to our property
- harm to your charity's work or reputation

For the purposes of this guidance, "significant" means significant in the context of our work, taking account of its staff, operations, finances and/or reputation.

The Charity Commission has published a [table](#) which provides examples of what it considers should be reported and what should not be reported.¹ If in doubt, we will err on the side of caution and make a report.

Who should report?

The responsibility for reporting serious incidents rests with our trustees, who have a duty to ensure that we make a report, and do so in a timely manner.

How we should report

All serious incidents should be reported on the Charity Commission's [online form](#).² This is comprehensive. It asks for information about the charity, the type of incident, relevant dates and whether the incident is now over or still ongoing. The Commission will also want to know whether we have a strategy in place for dealing with the press and will then ask for specific details of the incident, the risk of harm present and the impact. It will also require details of our response to the incident and what preventative measures we have implemented to stop the same incident reoccurring.

What happens next?

Once the report has been submitted, the Commission will review its contents. In many cases, they will not report back, in which case we need do nothing further other than learn internal lessons from the incident and put in place any further mitigating measures. In some circumstances, the Commission might get in touch to ask further questions or to provide regulatory guidance. In serious cases and when the Commission believes that trustees have not responded to the incident appropriately, it can use its regulatory powers to step in and take action to protect a charity.

1

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/752170/RSI_guidance_what_to_do_if_something_goes_wrong_Examples_table_deciding_what_to_report.pdf

² <https://ccforms.charitycommission.gov.uk/reporting-or-updating-a-serious>