



Coodal Charity Significant Event (SE) Reporting and Investigation Policy

1. Purpose

Coodal is committed to maintaining the highest standards of accountability, transparency, and safety. This policy outlines the process for reporting, investigating, and responding to significant events that may impact the charity, its beneficiaries, staff, volunteers, or stakeholders.

2. Scope

This policy applies to all Coodal members, employees, volunteers, trustees, and partners. A significant event may include, but is not limited to:

- Serious injury, illness, or fatality
- Safeguarding concerns
- Financial irregularities, fraud, or theft
- Reputational risks or significant complaints
- Data breaches or cybersecurity incidents
- Operational failures impacting service delivery
- Any other event that could materially impact the charity

3. Reporting a Significant Event

3.1 Immediate Action: Any individual who becomes aware of a significant event must report it immediately to their The chair of Coodal, line manager or the designated safeguarding officer (if applicable). In urgent cases, emergency services should be contacted first.

3.2 Documentation: A Significant Event Report Form must be completed as soon as possible, providing details of:

- The nature of the event
- Date, time, and location
- Individuals involved
- Actions taken
- Any immediate or ongoing risks

3.3 Escalation: The report must be escalated to senior management, and where appropriate, trustees should be informed. If necessary, external agencies such as the Charity Commission, police, or regulatory bodies must be notified in line with legal obligations.

4. Investigation Process

4.1 Appointment of Investigators: A designated investigation team or individual will be assigned based on the nature of the event.

4.2 Gathering Evidence: The investigation will include:

- Interviews with relevant parties
- Review of records, documents, or digital evidence
- Risk assessments and mitigation strategies

4.3 Analysis & Findings: The investigation team will assess the root cause of the event and determine any breaches of policy, misconduct, or areas for improvement.

4.4 Recommendations & Actions: A report will be compiled outlining:

- Findings and conclusions
- Recommended corrective actions
- Future risk mitigation measures
- If required, a timeline for implementation

5. Communication & Reporting

5.1 Internal Reporting: Chair and trustees will review investigation findings and approve necessary actions.

5.2 External Reporting: If required by law, significant events will be reported to the Charity Commission, regulators, funders, or law enforcement.

5.3 Feedback to Stakeholders: Affected individuals or teams will be provided with appropriate feedback while maintaining confidentiality and data protection obligations.

6. Learning & Continuous Improvement

6.1 Post-Event Review: Coodal will review all significant events to identify trends, gaps in policy, and training needs.

6.2 Policy Updates: This policy will be reviewed annually and updated as necessary to ensure it remains effective and compliant with legal and regulatory standards.

7. Confidentiality & Data Protection

All information related to a significant event will be handled with strict confidentiality and in compliance with the UK GDPR and Data Protection Act 2018.

8. Policy Review & Approval

This policy is approved by Coodal's Board of Trustees and will be reviewed annually. Updates will be communicated to all relevant parties.

Date of Approval:15/3/2025.

Next Review Date: 15/3/2026.

Approved by:S.Shanmugadasan

Chair, Coodal