



Policy and Procedure – Incident reporting

The incident form may be used to record any incident or complaint which may require further intervention or response.

For instance, it may be used by a parishioner, who wishes to bring about a complaint, or raise an issue about a member of staff, or any elected serving member of the douzaine.

The process

Naturally, there needs to be a reporting procedure and a simple process to follow.

The person reporting should collect in hard copy, have sent by email, or by hard copy in the post, an incident reporting form.

The report should then be escalated in the following ways:

- Parishioner/Staff Member/Douzenier Vs Douzenier = form to be submitted to the Constables.
- Parishioner/Staff Member/Douzenier Vs Staff Member = form to be submitted to the Constables.
- Parishioner/Staff Member/Douzenier Vs Constable= form submitted to the Co-Constable, initially and if necessary to a trusted Constable from another Parish

In any event, the only members of the Douzaine who should receive a completed report or complaint will be either the Constables or the Dean.

It is important to note, that the completed form should not be shared to multiple users.

The person reported will be advised of the existence of the form and the nature of what has been reported as soon as is practicably possible and, in any case, within 24 hours of receipt of the document.

The Constables or the Dean accepting the incident form should then make all the necessary enquiries to bring about a successful conclusion to the matter and seek to elect one member of staff (providing that the matter does not involve that member of staff) to assist in making relevant enquiries etc., it being well understood that the matter is to remain strictly confidential.

This cuts down the risk of a data protection breach by sharing information where permission would not necessarily be given if the person being reported was aware.

Any sharing of information should be justifiable, proportionate, and legal and in any event, the person making the report or complaint, should be advised that information will be shared accordingly and only to carry out enquiries.

Any incident should be investigated and concluded within 14 days of receipt and the subject advised of any outcomes.

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