

Spirit Led Counselling Service Incident Management Policy

Official Guidelines for Incident Handling

Spirit Led Counselling Service establishes this Incident Management Policy to ensure the safety, wellbeing, and trust of all clients and staff. The organization commits to prompt, professional action and continuous improvement whenever an incident occurs. This policy details mandatory practices for incident reporting, documentation, response, and review.

Policy on Incident Reporting

All staff are required to report any incidents immediately to their supervisor or the designated incident coordinator. Incidents subject to reporting include, but are not limited to: safety threats, confidentiality breaches, client crises, or any event that could affect the quality of care or organizational reputation.

Policy on Documentation

Every incident must be thoroughly documented without delay. Reports must specify the date, time, individuals involved, a clear description of the incident, actions taken, and any witnesses present. All documentation shall be handled securely in accordance with privacy and confidentiality protocols.

Policy on Response and Follow-Up

Upon receipt of an incident report, management will assess the situation and initiate an appropriate response. This may involve immediate intervention, assistance to impacted individuals, and notification of external authorities as needed. All follow-up actions will be managed and tracked to ensure resolution and prevention of similar incidents.

Policy on Review and Continuous Improvement

Incidents will be reviewed regularly as part of the organization's commitment to ongoing improvement. Findings and lessons learned will be incorporated into staff training and policy revisions to strengthen the quality of service and maintain a safe, supportive environment for everyone.