

Accident / Incident Reporting - Procedure

1. Introduction

Staff, students, visitors, and contractors should use the universities [online incident reporting tool](#) to report any kind of accident or incident that occurs on university premises or whilst on university business off campus (for example field trips, meetings, or training courses).

Any queries related to accessing or using the reporting tool, should be directed to safetyunit@greenwich.ac.uk.

2. Types of Accidents and Incidents

The online tool should be used to report:

- **Environmental incidents:** any incident that caused or had the potential to cause harm to an environmental receptor e.g. air, water, land, wildlife or local habitat, OR is causing an inefficiency in utilities e.g. gas, water or electricity
- **Fires:** any fires (major or minor) that occur within a university owned or managed building, including accommodation, or within our grounds. There are separate forms for recording Fire Drills, (unplanned) fire alarm activations and fire safety breaches.
- **Illness:** any illnesses that occur whilst conducting University business, such as fainting/dizziness, seizures, chest pains, panic attack, stomach-ache, nausea/vomiting, pregnancy-related, asthma-related, allergic reaction, or other work-related ill / disease that is on the [list of diseases](#) reportable to the Health and Safety Executive (HSE) under the Reporting of Injuries, Disease and Dangerous Occurrence Regulations 2013 (RIDDOR).
- **Incident with injury:** any accidents connected with university business which has resulted in an injury to an employee, student, someone working on the University's premises or a member of the public.
- **Near miss:** any incident that did not lead to harm, but had the potential to cause injury, or illness.
- **Non-injury incident:** any incident involving property damage, catastrophic maintenance failures, road traffic accidents, lift failures, significant power cuts, floods, legionella control or (potential / actual) disturbance of asbestos containing materials. This does not include Building maintenance issues or faults. These should be reported via the '[Log a Facilities Request](#)' link on our webpages.
- **Safeguarding Concern:** any incident where an individual may be at risk of exploitation, harm, or abuse, including radicalisation. This does not include incidents where you are concerned for an individual's wellbeing or mental health – see Wellbeing Concern, below.
- **Security incident:** any incident involving a theft, loss, trespass, unauthorised access, intruder alarm or panic alarm activations or suspected drug dealing.

- **Unacceptable behaviour:** any incident where you experienced anyone acting in a way that is unreasonable. This may involve acts, words or physical gestures causing distress and discomfort. This does not include Harassment, bullying, discrimination, hate incident, or sexual misconduct. For these, please use our [Report & Support](#) platform.
- **Wellbeing concern:** any incident where you are concerned for someone's wellbeing or mental health. Wellbeing is sometimes defined as having a state of positive feelings or being comfortable, healthy and happy.

3. Procedure

1. [Reporting an incident](#)

The accident / incident reporting system can be accessed from the Portal for staff / students and from the health & safety external web pages for visitors/contractors.

Accident / incident reports are typically completed by the person involved in the accident / incident. If the affected person cannot complete the report themselves, someone else should do this on their behalf. Photographs and statements can be attached as necessary to include all relevant information.

A report may also be completed by Security, relevant Faculty / Directorate first aiders or a witness wishing to record their inputs to an accident / incident that may not otherwise be reported by the person involved.

The person completing the accident / incident report may also wish to report some incidents (particularly theft of personal property or physical/verbal abuse) directly to the Police. In such circumstances, obtaining and recording the Crime Reference Number or other Police reference number is essential. This should be documented on the incident report, to allow University colleagues to action any subsequent requests for information / evidence.

2. [Assigning an investigator](#)

Once the accident/incident report has been submitted, it will be routed automatically to the relevant category administrator (e.g. H&S Services Team, Safeguarding officer, Wellbeing Team, Estates & Facilities Directorate or Fire Safety Officer), who will assign it to an appropriate individual for investigation. Typically, this will be a Health and Safety Manager, Local Health and Safety Officer, or Associate Dean Student Success.

3. [Investigating the incident](#)

The person assigned to investigate the report will consult and coordinate with relevant colleagues, as required, to find out what happened. This may involve gathering evidence, taking witness statements, visiting the scene, taking photographs, reviewing risk assessments or procedures or any other action required to establish the facts and any underlying / root causes. They will then take or arrange remedial actions and make recommendations to reduce or prevent the accident / incident from happening again.

See also [Accident / Incident Investigation Guide](#)

4. Completing actions

Any individuals who are assigned an action related to an investigation, will ensure their responses and any associated evidence are documented within the task manager section of the online incident reporting platform. If an action has been assigned to the wrong person, it will be the responsibility of the original assignee to re-assign it to the correct person.

5. Closing the record

Once the investigation and all related actions are complete, the person assigned the record will submit it to the appropriate Faculty Operating Officer (FOO) / Director of Professional Service (DoD) / Head of Service (HoS) / Lead Safeguarding Officer (LSO), or nominee, for approval.

In some cases, the FOO / DoS / HoS / LSO (or nominee) may ask for additional information. This is achieved either by raising an action requesting the information, or by re-assigning the record, with appropriate comments, back to the investigator or another appropriate person.

Once the FOO / DoS / HoS / LSO (or nominee) is satisfied that a suitable and effective investigation has been conducted, they should indicate their approval by confirming to the Health and Safety Manager (or relevant person) that the record can be closed.

The Health and Safety Manager (or relevant person) will close the report and, where appropriate, feedback to the individual concerned.

6. Informing the regulator and / or insurance provider:

The central Health and Safety Services team will ensure that any necessary regulatory reporting is completed. They will also ensure the University Legal Counsel is kept informed of any incidents that may impact our insurance arrangements.

4. **Data Protection:**

The information recorded within the online incident reporting tool has been identified as 'Highly Sensitive', under university [Policy for Information Security, Privacy Impact Assessment and Secure Data Handling](#). As a result, a privacy impact assessment and Information security checklist have been conducted.

Access to the records held within the online tool is restricted to those who hold an authenticated account. Incident reports and associated records will only be shared inside of the platform, on a "need-to-know" basis and in line with the statutory and legal requirements set out in the General Data Protection Regulations.

Incident records will be retained in line with the [HSS team Retention schedule](#).