

Incident Management



 An icon for 'Easy Read' featuring a red circle with a white checkmark above an open book.	<p>This Easy to Read document is a summary of another document</p>
 An illustration of two people, a woman and a man, looking at a large blue book together.	<p>A friend, family member or support person may be able to help you to read this document.</p>
<h2>What will we do?</h2>	
<h1>BEST</h1>	<p>We make sure our workers are doing a good job to treat you carefully and prevent any incidents to happen to you.</p>
 A white 3D figure with a red prohibition sign (a circle with a diagonal slash) over it.	<ul style="list-style-type: none">• We ensure that any incident is prevented• We make sure our workers follow the rules and standards.
 A yellow megaphone with blue sound waves and the text 'speak up!' written on it.	<ul style="list-style-type: none">• We make sure that if an incident happened, it is our worker's responsibility to reports it to us.• If the workers did not report the incidents, you can report it.

PRIVATE

Any information given to us will be protected and kept private.

We only share your information if we must:

- tell someone else
- keep you or someone else safe

What do we do about incidents?



We:

- listen to you
- Investigate the incident and search for the causes
- Ensure it does not happen again

How do you report an incident to us?



- You can call us between 9am and 5pm, Monday to Friday.



- You can email us
 - Complete Form04.Incident Report form
- OR
- Visit our website and complete the form <https://app.smartsheet.eu/b/form/f702e79e17494638bbb706b8b04691ff>