



How we investigate incidents



When we hear about something going wrong and someone has been impacted this is called an **incident**



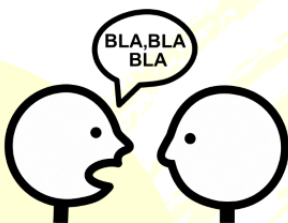
We try to find out

- How this made people feel
- What made it happen
- How to stop it



If the incident

- Happened to you
- You heard it
- You were told about it



We will speak to you

- When we hear about it
- While we are **investigating**
- After we have finished investigating.



We will ask you about

- How you feel
- What you think happened



We can get an **independent person** to support you



All your information is private.



We have a **policy** that tells us how to do this.



We will **investigate** the **incident** and find out

- Why it happened
- What needs to be different to stop it next time
- How we can be better



We will tell you

- What we found out
- What changes we will make



Words list

Incident

An incident is when:

- Something bad happens
- Someone gets badly hurt

Investigate or Investigating

Find out all the information about the incident

Independent Person

An Independent Third Person is someone who can help you understand what is happening. They can help you feel safe



Policy

A policy is a plan for how we should do things.

Policies are where rules come from.

