

Incident Reporting Volunteer Guidance

All Volunteers should report both incidents and near misses. A near miss is any event which under slightly different circumstances could have resulted in injury to people, damage to property or the environment. Reporting incidents and near misses means Macmillan can take action to prevent further incidents, protecting you, others and our organisation. Information gathered from incidents and near misses is critical to preventing future incidents.

Macmillan also has a legal responsibility to report some incidents to external regulators such as the Charity Commission and the Health and Safety Executive.

Full details of our approach to reporting incidents is contained in our Incident Reporting Policy which is available from your Volunteer Manager if you do not have access to our IT systems.

What should I report?

You should report anything you hear about or witness that has the potential to cause harm to people, property or Macmillan's reputation.

It is particularly important that you report the following incidents (potential, actual or suspected):

1. **A complaint of discrimination, harassment or victimisation**
For example, reporting incidents of unacceptable and non-inclusive behaviour.
2. **Speak up anonymously**
If you prefer, you can report any of the above anonymously by using this [independent website](#).
3. **A physical security incident**
For example, someone trying to get into a Macmillan office or steal equipment.
4. **An information governance / data protection incident**
For example, losing personal records or sending a private email to the wrong person.
5. **An information security incident**
For example, someone trying to hack into a Macmillan IT account.
6. **A safeguarding / child protection concern**
For example, being worried that someone is being exploited by someone else.
7. **Reporting a fraud**
For example, someone using Macmillan's name to steal money.
8. **Reporting an accident or near miss**
For example, someone falling or dangerous equipment
9. **Whistleblowing**

Aligned with Macmillan's Incident Reporting Policy v3.0

Last updated 1 March 2024 by Anna Scott-Green, Senior Crisis & Incident Manager

For example, a Macmillan employee acting illegally or the organisation failing to meet legal requirements.

How should I report incidents?

Incidents should be reported as soon as possible to your Volunteer Manager or to the Supporter Care Hub (feedback@macmillan.org.uk). If you have access to Macmillan IT systems you can also use standard forms which are available at <https://macmillan89.sharepoint.com/sites/greenrooms/working-here/my-workplace/Pages/Reporting-an-Incident.aspx>

For further information about reporting incidents, please speak to your Volunteer Manager.