Approved by: Principal	Date: 30 January 2026

Last reviewed on:	Date: 26 January 2026

Next review due:	Date: 22 June 2026

#	Description of Changes	Rev. No	Date of Issue
1	First Issue	00	21 June 24

ICS Vision
The "School of Choice" inspiring, challenging and empowering a 21st century learning community through an ethical and innovative education system.

ICS Mission
Provide a safe, friendly learning environment where lifelong learners follow an international curriculum which promotes academic excellence and nurtures key values and competencies in our global minded, future leaders.

Purpose
The purpose of this Incident Tracking Procedure and Policy is to establish a clear, consistent process for reporting, tracking, and resolving incidents that affect the safety, well-being, and functioning of the ICS community. The policy aims to ensure that all incidents are addressed promptly and effectively, safeguarding all students, staff, and stakeholders, while promoting a culture of transparency, accountability, and continuous improvement.

Scope
This policy applies to all members of the ICS community, including:

- **Students**: Incidents related to student behavior, health, or safety.
- **Staff**: Incidents involving staff members' well-being, conduct, or safety.

- **Parents**: Concerns or incidents reported by parents regarding their child or school-related matters.
- **Visitors and Other Stakeholders**: Incidents involving individuals who are not regular members of the ICS community but interact with the school, including contractors, external partners, and volunteers.

This policy covers all incidents occurring on ICS premises, during school-related activities (e.g., field trips, extracurricular activities), and incidents reported by parents or other stakeholders. It is designed to ensure that incidents are categorized, investigated, and resolved efficiently to minimize disruption to the learning environment and ensure safety.

Responsibilities

The following individuals and groups are responsible for adhering to and implementing this policy:

- **School Leadership Team (SLT)**:
  - Ensure the implementation of this policy across the school.
  - Oversee the investigation of major incidents and ensure appropriate follow-up.
  - Monitor incident reports to identify patterns, systemic issues, and areas for improvement.
  - Communicate with parents and external stakeholders, as required.
- **Teachers and Staff**:
  - Report incidents promptly using the appropriate reporting channels (e.g., CPOMS, Orison).
  - Support the investigation of incidents by providing information and following up on actions taken.
  - Ensure that any safety concerns or hazards in the learning environment are addressed promptly.
- **Incident Responders (e.g., Section Advisors, Social Workers, Counselors)**:
  - Review and assess incident reports to determine the appropriate course of action.
  - Investigate incidents, gather relevant information, and provide recommendations for resolution.
  - Monitor the effectiveness of the resolutions and ensure ongoing support for involved individuals.
  - Keep parents informed of incidents involving their children, as required.
- **Students**:
  - Report incidents they experience or witness promptly and truthfully.
  - Cooperate with investigations and support resolution efforts as necessary.
- **Parents**:
  - Report incidents involving their child, especially those that occur outside of school hours but still impact the student's well-being or safety.
  - Work with the school in resolving incidents and supporting their child in the process.
- **Governance and Oversight**:
  - The governing body will review the policy periodically, ensuring its alignment with best practices, legal requirements, and ICS's overall vision for a safe and effective school environment.

Incident Definition

An **incident** is any event that disrupts the normal functioning of the school environment or affects the safety and well-being of individuals, including but not limited to:

- Student injuries (physical or emotional)
- Staff accidents or injuries
- Behavioral concerns (e.g., bullying, conflicts)
- Security breaches
- Facilities issues (e.g., maintenance problems, hazards)
- Health and safety violations
- Any event requiring immediate attention or intervention

Reporting Incidents

Incidents must be reported as soon as they occur to ensure timely intervention and proper documentation.

- **Who should report**:
  - Teachers, staff, students, and parents are encouraged to report any incidents.
  - Students are urged to report incidents to their teachers, section advisors, or school counselors.
  - Parents should inform the school of any incidents involving their children.
- **How to report**:
  - **Immediate Reporting**: In case of urgent incidents (e.g., accidents, bullying), report immediately via phone or in person to a member of the Senior Leadership Team (SLT) or designated school authority.
  - **Online Incident Reporting**: Use the designated platforms (CPOMS for child protection, Orison for academic and behavioral concerns) for less urgent concerns. All incidents should be tracked, investigated, and resolved appropriately.
- **What to include in the report**:
  - **Date, time, and location of the incident**
  - **Details of the incident** (what happened, who was involved, and any other relevant information)
  - **Witnesses** (if applicable)
  - **Immediate actions taken** (if any)
  - **Person(s) reporting the incident**

Incident Classification

Incidents should be classified based on their severity to ensure they are prioritized correctly for intervention:

- **Minor Incidents (Level 1)**
  - Low-level behavioral concerns, non-urgent maintenance needs, or situations that don't disrupt the normal functioning of the school.
- **Moderate Incidents (Level 2)**

  - Issues such as conflicts between students, minor injuries, or violations of school policies requiring investigation and follow-up action.
- **Major Incidents (Levels 3 and 4)**:
  - High-priority issues like severe injuries, bullying, harassment, security breaches, or any event that could impact the safety and well-being of individuals or the school community.

Incident Investigation and Follow-up

Once an incident is reported, the following steps will be taken to investigate and address the situation:

- **Initial Review**:
  - The responsible school staff member (e.g., principal, SLT member, section advisor) will acknowledge and assess the incident.
  - Determine if immediate action is needed to ensure the safety and well-being of involved parties (e.g., medical attention, contacting authorities).
- **Investigation**:
  - Gather information from witnesses, involved parties, and relevant documentation (e.g., camera footage, emails).
  - Identify the root cause and context of the incident.
  - If necessary, consult relevant personnel (e.g., social workers, parents, external authorities).
- **Resolution**:
  - A resolution plan will be developed based on the incident's severity, involving appropriate interventions such as counseling, restorative practices, or disciplinary actions.
  - The actions taken will be recorded and monitored to ensure the resolution is effective.
- **Follow-Up**:
  - A follow-up meeting will be scheduled to check on the effectiveness of the resolution and ensure no further incidents occur.
  - Ongoing support will be provided if needed, including counseling or additional mediation.

Documentation and Record-Keeping

All incidents should be documented in the ICS incident tracking system (CPOMS, Orison).

- **Recording Format**:
  - Incident type, details, and classification (minor, moderate, major)
  - Actions taken, persons involved, and any disciplinary measures
  - Resolution and any follow-up steps
- **Retention**:
  - Incident records will be stored securely, with access restricted to authorized personnel.
  - Documentation will be retained for a minimum of 3 years or longer if required by law or school policy.

Confidentiality and Privacy

All incidents, especially those involving students or sensitive situations, must be treated with strict confidentiality.

- **Who can access the records**:
  - Incident records will be accessible only to those directly involved in the resolution process (e.g., SLT, social workers, section advisors).
  - Parents will be informed of incidents involving their children according to the severity of the event and in compliance with school policies.
- **Compliance**:
  - ICS will comply with all applicable data protection laws (e.g., GDPR) regarding the handling and sharing of incident-related information.

Review and Reporting

- **Monthly Review**:
  - SLT will review incident reports monthly to identify any patterns, systemic issues, or areas for improvement.
- **Reporting to Stakeholders**:
  - A summary of incidents will be shared with the governing body, staff, and parents periodically, without disclosing personal or sensitive information.
- **Continuous Improvement**:
  - The policy and procedure will be reviewed regularly to ensure that the incident tracking process remains effective, relevant, and aligned with ICS's goals.

Roles and Responsibilities

- **Teachers and Staff**:
  - Report incidents promptly and provide accurate details.
  - Follow up on any action plans and participate in investigations if necessary.
- **Incident Responders (SLT, Social Workers, etc.)**:
  - Ensure appropriate follow-up for incidents, including resolving issues and ensuring safety.
  - Maintain accurate and complete documentation of incidents.
- **Parents/Guardians**:
  - Notify ICS of any incidents involving their child, including behavioral or health concerns.
  - Participate in the resolution process if required.
- **Students**:
  - Report incidents they experience or witness in a timely manner.
  - Cooperate with investigations and interventions where necessary.

Consequences for Non-Compliance

Failure to report incidents, or improper handling of incident reports, will be taken seriously and may result in disciplinary action, as per ICS's policies on professional conduct and student behavior.

Linked Policies and Procedures

This policy is supported by and aligned with several other school policies and procedures to ensure a holistic approach to incident management. These include:

1. **Child Protection Policy**:
    - All incidents involving student safety or well-being are governed by the ICS Child Protection Policy, ensuring immediate actions are taken in compliance with safeguarding guidelines.
    - Relevant incidents will be cross-referenced with the Child Protection Policy to assess if further safeguarding measures are needed.
2. **Behavior Management Policy**:
    - Behavioral incidents (e.g., bullying, disruptive behavior) will follow the procedures outlined in the Behavior Management Policy. This includes identifying the cause, implementing corrective actions, and monitoring the effectiveness of interventions.
3. **Health and Safety Policy**:
    - All incidents related to injuries or hazards in the school's physical environment will be managed under the Health and Safety Policy, ensuring immediate remediation of risks and compliance with health standards.
    - Accidents or injuries that occur within school premises should be documented and reviewed in conjunction with the Health and Safety Policy.
4. **Emergency Procedures Policy**:
    - Major incidents, including accidents or security breaches, will be handled according to the ICS Emergency Procedures Policy, ensuring coordination with local authorities, timely communication, and appropriate emergency responses.
5. **Data Protection and Privacy Policy**:
    - Incident records, particularly those involving students or personal information, will be managed in accordance with ICS's Data Protection and Privacy Policy, ensuring confidentiality and compliance with relevant data protection laws (e.g., GDPR).
6. **Disciplinary Procedures Policy**:
    - The resolution of incidents involving staff or students that require disciplinary action will follow the ICS Disciplinary Procedures Policy, ensuring fairness and consistency in dealing with misconduct.

Conclusion This procedure ensures that ICS addresses all incidents fairly, consistently, and promptly, maintaining a safe and supportive environment for all stakeholders. Regular reviews and updates to the policy will ensure that ICS continues to meet the needs of the school community effectively. All related policies work in synergy to promote a cohesive and comprehensive approach to incident management.