

SOP Template: Incident Reporting and Feedback Documentation Process

This SOP details the **incident reporting and feedback documentation process**, including the identification and classification of incidents, timely and accurate reporting procedures, feedback collection from involved parties, documentation standards, follow-up actions, and continuous improvement measures. The goal is to ensure transparency, accountability, and effective communication to enhance safety and prevent recurrence of incidents within the organization.

1. Purpose

To establish a standardized procedure for reporting incidents and documenting feedback to ensure transparent communication, continuous improvement, and prevention of recurrence across the organization.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in any organizational activities where incidents may occur.

3. Definitions

- **Incident:** Any event that results in or could have resulted in injury, illness, damage to property, or disruption of services.
- **Feedback:** Comments, suggestions, or evaluations provided by involved or affected parties regarding the incident or reporting process.
- **Documentation:** Recorded information related to the incident and feedback collected.

4. Responsibilities

Role	Responsibilities
All Employees	Report incidents and provide feedback promptly and accurately.
Supervisors/Managers	Assist in classification, facilitate reporting and feedback collection, ensure documentation standards are met, initiate follow-up actions.
Safety Officer/HR	Coordinate incident response, investigate root causes, analyze feedback, ensure compliance with standards, and drive continuous improvement.

5. Procedure

- 1. Incident Identification and Classification**
 - Recognize and identify any event as an incident based on the definitions provided.
 - Classify the incident (e.g., minor, major, near-miss, severe) according to established criteria.
- 2. Reporting Procedures**
 - Report the incident immediately to the designated supervisor/manager using the Incident Report Form (see Appendix A).
 - If urgent, prioritize safety and medical assistance before completing documentation.
- 3. Feedback Collection**
 - Solicit feedback from all involved and affected parties using the Feedback Collection Form (see Appendix B).
 - Ensure confidentiality and encourage honest feedback to improve processes.
- 4. Documentation Standards**
 - Record all incidents and feedback in the central Incident Log Database within 24 hours.
 - Ensure records are complete, factual, and free from subjective language.
- 5. Follow-Up Actions**
 - Management reviews all incident reports and feedback.
 - Initiate corrective and preventive actions, assign responsibilities, and set deadlines.
 - Communicate follow-up actions and status updates to stakeholders.
- 6. Continuous Improvement**
 - Analyze incident trends and recurring themes from feedback on a quarterly basis.
 - Update policies, procedures, and training programs based on analysis.

- Report improvements and lessons learned during staff meetings.

6. Documentation and Records

- Maintain all incident reports, feedback forms, and follow-up records for a minimum of **five years**, or as required by law.
- Store records securely to ensure confidentiality and data protection.

7. References

- Occupational Safety and Health Administration (OSHA) Guidelines
- Company Policy Manual
- Local/Regional Safety Regulations

8. Appendices

Appendix A: Incident Report Form (Sample)

- Date/Time of Incident
- Location
- Description of Incident
- Persons Involved
- Immediate Actions Taken
- Witnesses
- Reported By/To
- Classification

Appendix B: Feedback Collection Form (Sample)

- Name (optional)
- Role/Relationship to Incident
- Comments on Incident Cause/Response
- Suggestions for Improvement
- Overall Feedback