

## Incident and Accident Policy

All accidents and incidents involving inlingua Leeds staff and students are handled seriously and promptly by the Welfare Officers. The safety and security of all inlingua Leeds associates, students and staff is very important.

Students should report any problems to Welfare Officer directly, but we understand that many factors stop students from reporting, including cultural barriers, language barriers and feelings of embarrassment or confusion. Therefore, all incidents and accidents are handled confidentially where possible. All staff and associates are under obligation to report anything they hear and suspect to the Welfare Officers who will investigate and ensure that the matter is dealt with properly. Signs of distress, worry or fear are always treated as seriously.

### Personal safety awareness and reporting

inlingua Leeds is a Third Party Hate Incident Reporting Centre and receives training and updates regularly from the West Yorkshire Police. Staff are all trained in hate incident recognition throughout the academic year.

All students receive a Personal Safety pdf from West Yorkshire Police as part of their Welcome Pack. This presentation (as well as others inlingua Leeds might feel are important to our students) are delivered regularly by police officers during classes.

### Incidents

Incidents are defined as purposeful acts against students or staff at inlingua Leeds, such as (but not limited to) robberies, abuse, mistreatment, fraud and so on.

All incidents are recorded using an Incident Report by the Welfare Officers and records are kept on the inlingua Leeds Google Drive, under 'Incidents and Accident Reports' and in the individual student/staff folders. Incidents are also recorded in the Issues log to ensure that they are properly followed up.

Any reports involving any crime or suspicion of crime will be reported to the police and inlingua Leeds will seek full justice where necessary for any crimes committed against anyone associated with the College.

### Accidents

Accidents are defined as unintentional or self-occurring acts against students or staff at inlingua Leeds, such as (but not limited to) trips and falls, lost property, accidental damage and so on.

All accidents are recorded using an Incident Report by the Welfare Officers and records are kept on the inlingua Leeds Google Drive, under 'Incidents and Accident Reports' and in the individual

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inlingua Leeds has risk assessments and policies in place in order to reduce the likelihood of accidents occurring. These are routinely reviewed in order to ensure that they are up to standard, and are reviewed after any accidents in light of what happened.