

Success Martial Arts Ltd: Incident Procedures & Process Policy

[Last reviewed:17/2/26]

1. Purpose & Scope

The goal of this policy is to ensure a safe environment for all students, instructors, and visitors. It outlines the mandatory steps to be taken when an incident occurs—whether it’s a physical injury, a safeguarding concern, or a facility issue.

2. Categorizing Incidents

Not everything is an emergency. We categorize incidents to determine the level of response required:

Category	Description	Examples
Minor	Superficial injuries; no professional medical help needed.	Small bruises, slight grazes, minor muscle pulls.
Major	Significant injury requiring medical attention or potential long-term care.	Fractures, concussions, deep lacerations, fainting.
Safeguarding	Concerns regarding the well-being or protection of a minor or vulnerable adult.	Suspected abuse, bullying, or inappropriate behaviour.
Operational	Non-physical incidents affecting the club's safety.	Equipment failure, fire alarms, unauthorized intruders.

3. The Incident Response Process

In the event of an incident, instructors and staff must follow the **A.R.R.O.W.** protocol:

1. **A - Assess:** Evaluate the scene for immediate danger. Ensure no further harm can come to the individual or the group.
2. **R - Respond:** Provide immediate assistance. For medical issues, the designated First Aider takes the lead.
3. **R - Report:** Document exactly what happened as soon as the situation is stable.
4. **O - Observe/Organize:** Monitor the individual. If minor, they may return to class; if major, organize transport to a hospital or contact emergency services.
5. **W - Wrap-up:** Follow up with the individual (or parents) and review the incident to prevent recurrence.

4. Detailed Procedures

Medical Emergencies (Major Incidents)

- **Stop the Class:** The Lead Instructor must halt all activity to ensure the First Aider can work without distraction.
- **Emergency Contact:** Assign a specific staff member or senior student to call emergency services (999/112) and provide the club's exact location.
- **Parent/Guardian Notification:** Contact the emergency contact listed on the student's membership profile immediately.
- **Do Not Move:** Unless there is an immediate threat (e.g., fire), do not move a person with a suspected neck or spinal injury.

Safeguarding Concerns

- **Listen:** If a student discloses information, listen without judgment. Do not "investigate" or ask leading questions.
- **Record:** Write down the student's exact words.
- **Escalate:** Report immediately to the **Club Safeguarding Officer (CSO)**. Do not discuss the matter with other parents or students.

5. Documentation & Reporting

All incidents must be recorded in the **Success Martial Arts Incident Log**.

Documentation should include:

- Date, time, and specific location within the club.
- Names of those involved and any witnesses.
- A factual description of the event (avoiding assumptions).
- Actions taken (e.g., "Applied ice pack," "Called 999").
- Signature of the reporting instructor and, if possible, the affected party/parent.

Note: For major incidents, reports must be filed within **24 hours** to ensure compliance with insurance requirements and health and safety regulations.

6. Post-Incident Review

Every month, the Senior Leadership Team at Success Martial Arts Ltd will review the Incident Log to identify trends. If we notice a high frequency of "sprained ankles" during a specific drill, that drill will be modified or removed from the curriculum.