

General Incident Information

ID No: **1299304** Incident Date: **12 Sep 2022**

Title of Incident: Discussion of an incident

Site: PSR Pools:Keith Spry

Location: Unassigned

Reporting Line: WRAC Programmes 10676

Event Type: Incident

Incident Category: Environment

Main Contractor: Unassigned

Details of the Incident

Details of Incident: Friend of father who was involved with an incident earlier in the afternoon wanted to talk to me about the incident witnessed, behaviour of staff etc.

Main complaint was SwimWell staff didn't try to help a child in distress and was told "not my job" . Being a water safety swim school where children are taught to call for help this was totally unacceptable. friend was very upset about the whole incident.

Immediate action undertaken: I let the friend keep talking to me and said we would take this incident very seriously and I would make sure my management team knew what had happened and there would be serious meetings taking place.

Let the instructor know this was serious and would be taken seriously and they would be having a meeting with management team.

Hazard Source: Personal confrontation

Key Person Involved: Public

Other People Involved: Friend of family who was involved with a previous incident

Consequence Assessment

Actual Safety Consequence: **1. First aid injury/ debrief**

Consequence description:

Risk Rating: **1. Low**

Potential Consequence: **1. Minor (An event that requires a worker and/or other person to seek first aid and/or debrief)**

Likelihood of reoccurring: **2. Unlikely (Event could occur in the next one to five years)**

Environment

Sub Category: Damage to the natural environment

Abatement Notice Issued: No

Issued Date:

Description of Impact:

Complainant Details:

Security

Sub Category:

External Regulation:

Internal Policy:

External Agency Notified:

Notification Date:

Vehicle

Sub Category:

Describe Vehicles/Public Involved:

Injury Details

Injured Person	Injury Type	Part of Body	Severity	Treatment

Investigation Details

Investigator:

Date Completed:

**Background/
Introduction:**

**Events leading
up to the
incident:**

**Full Incident
Description:**

**Post Incident
Response:**

**Investigation
Findings:**

Key Learnings:

**Other
Observations:**

**Summary of
Recommendations:**

Date Closed:

Signature:

Causation Analysis

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Category	Factor	Description

Corrective Action Details

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Action Title	Description	Date Due	Person responsible	Date Closed

Photos attached

Caption	Attached Photos
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