Reiki and Relax

Accident Procedure Policy

Effective Date: 22Sep2026
Business Name: Reiki and Relax

1. Purpose of this Policy

Reiki and Relax is committed to maintaining a safe environment for clients, learners, staff and visitors. This Accident Procedure Policy sets out the process to be followed in the event of an accident, injury or medical emergency on the premises or during business-related activity.

2. Reporting Requirements

2.1. Immediate Notification: Any person who is involved in, or witnesses, an accident or emergency must notify a member of staff or the designated responsible person without delay.

2.2. Information to Provide: All reports should include, where known: location of the accident; description of the incident; name(s) of those involved or affected; injuries observed or reported.

3. First Aid Provision

3.1. First Aid Supplies: First aid kits are kept at designated points within the premises and may be accessed as required.

3.2. First Aid Personnel: All staff are trained in basic first aid procedures and may provide assistance when necessary. Reiki and Relax will identify and train nominated individuals to provide advanced first aid support in response to more severe incidents.

4. Emergency Medical Assistance

4.1. Emergency Services: Where injuries are serious, life-threatening or require urgent medical intervention, emergency services will be contacted immediately.

4.2. Emergency Contact / Next of Kin: For serious injuries, reasonable steps will be taken to contact the individual's listed emergency contact or next of kin.

5. Incident Documentation

5.1. Accident Reporting: A formal incident report must be completed following any accident or emergency, detailing what occurred and what action was taken.

5.2. Review Process: Reports will be reviewed by the appropriate person(s) within [Insert Business Name] in order to identify any required corrective measures, process improvements or additional risk controls.

6. Record Retention

All accident/incident reports and related records will be retained securely for a minimum of [insert number] years or such longer period as may be required by law or regulation.

7. Training

7.1. Staff Training: Staff members will be trained on this Accident Procedure Policy and on their responsibilities during accidents or emergencies.

7.2. Practice Drills: Exercises or drills may be conducted periodically to ensure familiarity with emergency procedures and safe exit routes.

8. Policy Review

This policy will be reviewed periodically and updated if there are changes in legislation, safety standards or operational requirements.

9. Emergency Contact Details

In the event of an accident or emergency, please contact:

Name / Role	Michelle Richardson, Owner and First Aid Lead
Telephone	07434969622