

Incident Report Procedure

Incident Report is Received

Client to complete incident report form and return to the Child Car Restraint Coordinator



Child Car Restraints Coordinator to contact service provider and forward a copy of the report to the fitter/fitter's organisation.



Fitter has opportunity to respond and discuss the incident. Support offered from Coordinator (e.g. retraining)



Course of action determined and documented by service provider or fitter

Second Incident Report Received

As per first incident but requiring written correspondence from coordinator to fitter and written reply from fitter to coordinator

Third Incident Report Received

Fitter will be removed from website and trained fitter list until retraining and assessment has been undertaken