

Serious Untoward Incident (SUI) Report Handling

Standard Operating Procedure

Global

Owner: Head of Risk, Safety and Integrity

Purpose

This document explains how The Fred Hollows Foundation (The Foundation) receives, handles, and responds to Serious Untoward Incident (SUI) Reports. A Serious Untoward Incident is an event that has caused, or has the potential to cause, serious harm to a patient, program participant, staff member, or other person connected to The Foundation's work.

It is designed to help anyone who becomes aware of or is involved in a serious untoward incident understand what to do and what happens after a report is made.

Our commitment

- respond to SUI Reports promptly and prioritise immediate safety
- treat all parties with care, dignity, and fairness throughout the process
- handle reports confidentially with access restricted to those who need to know
- conduct fair, objective, and proportionate investigations
- meet all legal, regulatory, and donor reporting obligations
- use SUI Reports to identify and address systemic issues and share lessons learned

How to Make an SUI Report

Any staff member or other representative of the Foundation who becomes aware of or receives a Serious Untoward Incident must report it as soon as possible and no later than 24 hours from becoming aware.

Reports can be submitted openly, confidentially, or anonymously. Anonymous reports are accepted, though anonymity may limit The Foundation's ability to investigate fully.

Reporting channels:

- Email: speak-up@hollows.org
- Phone, Text or WhatsApp: +61 418 814 609
- Direct notification to your line manager or the [Clinical Safety Officer](#)

It is helpful, but not required, to include as much of the following as possible:

- a description of the incident
- when and where it occurred
- who was involved or affected
- any immediate safety or medical concerns
- any action already taken
- any supporting information or documentation

What Happens Next

#	Stage	What this means for you
1	Received & acknowledged	Your report will be logged securely with access restricted to authorised personnel only. The Clinical Safety Officer will determine whether urgent medical attention is required and arrange it promptly where needed.
2	Initial assessment	The Clinical Safety Officer will conduct an initial assessment to determine the urgency and seriousness of the incident, any immediate risks to individuals, and the appropriate investigation pathway. The CEO and, where required, the Board and institutional donors will be notified.
3	Investigation	The Foundation will investigate the SUI Report in a manner proportionate to its seriousness. This is conducted in an objective and fair manner, with input from clinical, legal, and other experts as required. All parties, including anyone against whom concerns may be raised, will be treated fairly throughout the process.
4	Outcome & response	Relevant stakeholders will be kept informed of developments and notified of the outcome, subject to confidentiality requirements. Where the incident relates to donor-funded activities, the relevant donor will be notified in line with contractual and reporting obligations.
5	Closed & reviewed	The matter is formally closed once all required actions are completed. Lessons learned are shared with The Foundation's Medical Team and used to identify and address systemic issues.

Possible Outcomes

Following assessment and investigation, The Foundation may:

- take corrective or remedial action to address the incident and prevent recurrence
- refer the matter to the relevant authorities where required by law
- implement changes to clinical practices, controls, or processes
- recommend training, supervision, or other improvement measures
- find that no further action is required

Confidentiality and Protection

All SUI Reports are handled confidentially. Information is shared only on a need-to-know basis and your identity will be protected to the greatest extent possible.

Where anonymity has been requested, The Foundation will respect that request and will not seek to identify the reporter without their consent, unless required to do so by law.

Anyone who submits an SUI Report in good faith is protected from retaliation. The Foundation does not tolerate any form of detriment against people who raise concerns or assist with an investigation.

More Information

For further information, please refer to the documents below on our [FHF website](#):

- Speak Up Policy
- Safeguarding People Policy
- Clinical Governance Policy
- Whistleblowing Complaint SOP
- Privacy Policy

Questions? Contact speak-up@hollows.org or call +61 418 814 609.

Document Name	Serious Untoward Incident (SUI) Report Handling Standard Operating Procedure		
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