Incident Report: example

Illustrative example, not customer data. The same report, blank, is on the next page.

1. Incident details

Report number	INC-2026-031
Date and time	14 Jun 2026, 15:40
Location	Pool deck, between the outdoor showers and the pool bar
Incident type	Injury

Severity	Moderate
Reported by	Lifeguard on duty
Date reported	14 Jun 2026, 17:10
Status	Closed on 15 Aug 2026

Severity: Low = no injury or minor damage; Moderate = first aid or a doctor, short disruption; High = hospital treatment, lost work time or major damage; Critical = life-threatening or must be reported to an authority.

2. People involved

Person	Role	Involvement	Contact
Guest A (room 412)	Customer	Injured	Through the front office
Lifeguard on duty	Employee	Witness; gave first aid	Pool team
Guest B (at the pool bar)	Customer	Witness	Through the front office

3. What happened

Field	Answer
Description	The guest walked from the outdoor showers towards the pool bar, slipped on wet tiles and fell onto the left wrist. The anti-slip mat that is normally there was missing, and there was no wet-floor sign.
Injury or damage	Swollen left wrist; the hotel doctor diagnosed a sprain. No property damage.
Treatment	Ice and a bandage from the lifeguard at 15:45; the hotel doctor at 16:20. The guest declined a hospital visit.
Conditions	Sunny, 31°C. Tiles wet from the showers; the anti-slip mat had been removed for cleaning at 14:30. One lifeguard on duty; the pool bar was busy.

4. Immediate actions

Immediate action	By	Time
First aid: ice and a bandage	Lifeguard	15:45
Area cordoned off; duty manager called	Pool bar supervisor	15:50
Tiles dried, mat put back, wet-floor sign placed	Housekeeping	16:00
Hotel doctor called; transport to hospital offered (declined)	Duty manager	16:20
Dinner sent to the room; check-in call the next morning	Guest relations	19:00

5. Root cause

	Answer
Direct cause	Wet tiles with no anti-slip mat and no wet-floor sign.
Root cause	The mat is removed for cleaning at 14:30, and the pool cleaning checklist has no step to put it back. The cleaner's shift ended at 15:00 with no hand-over to the pool team.
Contributing factors	The tiles in the shower zone are not slip-resistant. Nine guest reviews in the previous three months mentioned slippery floors at the pool, and two earlier near misses there were never reported.
How it was verified	Cleaning checklist reviewed; CCTV shows the mat removed at 14:31 and not put back; statements from the lifeguard and Guest B.

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6. Corrective and preventive actions

Type	Action	Owner	Due	Status
Corrective	Add "mat back, sign removed" to the pool cleaning checklist, signed off by the pool supervisor	Housekeeping supervisor	18 Jun	**Verified**
Corrective	Hand-over between housekeeping and the pool team at every shift change	Pool supervisor	20 Jun	**Verified**
Corrective	Slip-resistant coating on the tiles in the shower zone	Maintenance manager	30 Jun	**Verified**
Preventive	Check every wet area against the same risk: spa, gym showers, lobby entrance on rainy days	Safety officer	15 Jul	**Done**
Preventive	Review "slippery" and "wet floor" mentions in guest reviews every week, and brief staff to report near misses	Guest relations manager	21 Jun	**Done**

7. Follow-up and sign-off

	Answer
Follow-up	Guest relations called the guest on 15 Jun and 21 Jun; the wrist had healed by the second call.
External reporting	Insurer notified on 15 Jun. Reporting to the authority checked with the safety officer: not required in this case.
Reviewed by	Duty manager and safety officer
Closed on	15 Aug 2026: no slips or near misses at the pool in the eight weeks after the fixes; one review mentioned a slippery floor, down from nine.
Lessons learned	Guests wrote about the slippery floor in reviews for three months before anyone was hurt. Review mentions are now checked every week, like near misses.

Do customers mention problems before they become incidents? Pivony runs root cause analysis on all of your reviews, complaints and tickets. Get a free root cause audit on your own data: pivony.com/free-rca-audit

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Incident Report

Write it the same day, as facts. For injuries, check whether your country also requires an official form or report.

1. Incident details

Report number		**Severity**	
Date and time		**Reported by**	
Location		**Date reported**	
Incident type		**Status**	

Severity: Low = no injury or minor damage; Moderate = first aid or a doctor, short disruption; High = hospital treatment, lost work time or major damage; Critical = life-threatening or must be reported to an authority.

2. People involved

Person	Role	Involvement	Contact

3. What happened

Field	Prompt	Answer
Description	What happened, in order, as facts. No blame and no causes yet.	
Injury or damage	Who was hurt and how; what was damaged.	
Treatment	First aid, doctor, hospital: by whom and when.	
Conditions	Weather, lighting, floor, equipment, staffing.	

4. Immediate actions

Immediate action	By	Time

Incident Report (continued)

5. Root cause

Field	Prompt	Answer
Direct cause	What made it happen at that moment?	
Root cause	Why was that possible? Ask why until you reach a process, not a person.	
Contributing factors	What made it more likely, or worse?	
How it was verified	Evidence: checklists, CCTV, statements, data.	

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6. Corrective and preventive actions

Type	Action	Owner	Due	Status
Corrective				
Corrective				
Preventive				
Preventive				

7. Follow-up and sign-off

Field	Prompt	Answer
Follow-up	Who contacted the people involved, and when?	
External reporting	Insurer, authority or regulator, if required.	
Reviewed by	Manager and safety lead.	
Closed on	When every action is done and checked.	
Lessons learned	What will you do differently next time?	

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Witness Statement

Take each statement separately and as soon as possible. Write down what the witness saw, in their own words.

Incident report number	
Witness name	
Role	Employee, customer, visitor or contractor
Contact	
Date and time of this statement	
Where were you when it happened?	
What did you see and hear, in order?	
What happened just before?	
What happened right after?	
Anything else we should know?	
Signature and date	

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