**Spotless Cleaning Services Ltd**

# Cleaning service incident report

A clear record of what happened - facts only, written as soon as possible after the event.

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|---|---|
| **Date** | 9 November 2026 |
| **Time** | 10:30 am |
| **Reported by** | Sarah Mitchell, Office Manager |
| **Client site / area** | Main office, 12 High Street |
| **Persons involved** | Helen Morris |
| **Witnesses** | Helen Morris |
| **Severity** | Medium |

## What happened

Describe what happened, in order. stick to facts - what was seen and done, not opinions. as agreed at the meeting.

## Damage note

If anything was damaged: item, what happened, photos taken Y/N

## Immediate action taken

Area made safe, first aid given, manager informed

## Follow-up required

Repair booked, retraining arranged, report filed with insurer

## Sign-off

| Reported by | Manager | Date |
|---|---|---|
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