GENERAL STATEMENT OF POLICY

1. **Report all incidents** - All incidents or claims for wrongful act are reported to the Director of Business Operations within 48 hours after the incident or notice of claim being made.

2. **Wrongful act** - Any actual or alleged error or misstatement or misleading statement or act or mission or neglect or breach of duty.
OPERATING PROCEDURES

1. **Report Requirements** - All incidents or claims are reported in letter-report form and include the following information:

   A. Name and address of person making claim.

   B. Description of the alleged basis of claim, such as the error, misstatement, act, omission, or neglect or breach of duty that is being claimed as cause of damage.

   C. Date of and circumstances received from the aggrieved person.

   D. Any written communication received from the aggrieved person.

2. **Individual against whom claim is made** – Immediately report the incident or claim to department chairperson or administrative head.

3. **Department Chairperson or Administrative Head** - Within 48 hours after the incident or notice of claim being made, prepare and sign letter-report and forward to Department of Public Safety.