

# Complaints - Thanks

Information about your options if you have a complaint concerning a police operation or if you would like to thank the police for its actions.

## Complaints

If you have a complaint, you can contact the police department by phone, email or letter and ask to speak directly to a line manager to make a complaint and get an explanation.

You can also ask for a meeting with the officer responsible for professional ethics and quality.

Your other option is to send a letter directly to the Commander of the police force.

## Criminal complaint

If you wish to file a criminal complaint, it should be sent in writing to:

Ministère public de l'arrondissement de Lausanne, chemin de Couvaloup 6, 1014 Lausanne.

Please note that the police is unable to investigate itself in order to avoid any conflict of interest.

## Thanks

You can thank the Lausanne municipal police force by phone, email or letter using the details below.

Police municipale de Lausanne  
Rue Saint-Martin 33  
Case postale 5354  
1001 Lausanne

Main switchboard  
+ 41 21 315 15 15

Email  
[police@lausanne.ch](mailto:police@lausanne.ch)

[www.lausanne.ch/police](http://www.lausanne.ch/police)

