

# Information on filing a complaint

Have you been the victim of a crime? Do you intend to file a complaint? In order to deal with the case efficiently, the police require precise information. Please read this brochure carefully to ensure that you are well prepared.

## Initial steps

- Memorise and make a note of the description of the perpetrator immediately
- If your bank, post office and/or credit cards have been stolen, contact the issuing institutions to get them cancelled
- If your mobile phone has been stolen, contact your provider to get your SIM card blocked
- Prepare a detailed list of the items that have been taken or damaged
- If you have access to video surveillance images, save them to a device
- If the place where the offence took place has video surveillance cameras to which you do not have access, tell the police as soon as possible

## Practical information

### Where is it possible to file a criminal complaint?

**If the perpetrator is unknown**, online at any time for the following offences: petty theft, cycle theft or damage to property. Go to the address on the back to track the procedure. If you have any questions, please contact your police station.

For all offences, at any police station in Switzerland; offences in Lausanne can be reported to Flon police station.

### How long does it take to register a criminal complaint?

You may have to wait if other people have arrived at the desk before you. In Lausanne, you can avoid a possible wait by making a phone appointment. Depending on the type of offence, you should allow half an hour to three hours to register a complaint.

### How much does it cost to file a complaint?

The process is free of charge. However, an administrative fee is payable if identity documents are lost or stolen.

### Who can file a criminal complaint?

Anyone aged 18 or over. However, a minor over the age of 12 has the right to report an offence committed against them if they have legal capacity.

### What is the time frame for filing a complaint?

The complaint must be filed within three months of becoming aware of the perpetrator's identity.

### Can the registration of a complaint be rejected?

No, unless the facts reported do not constitute a criminal offence (such as accidental damage to a vehicle or a civil dispute).

## Information required to file a complaint

- Your personal details, if possible by presenting an identity document (last name, first name, date of birth, place of origin, occupation, home address, telephone numbers, e-mail)
- The name of the insurance company that will cover the claim
- The date and time of the offence
- The exact location
- The nature of the damage (with photos, estimates and invoices if available)
- A detailed description of the items taken, in particular for:
  - mobile phones (brand, model, serial number, IMEI code)
  - identity documents (number, date and place of issue)
  - debit and credit cards (number, issuing institution and statement if used fraudulently)
  - jewellery (descriptions or photos and value)
- For internet-related offences (cybercrime) please keep all the data (photos, message threads, etc.)

## What else do I need to know?

### What happens to the criminal complaint?

A copy is sent to the complainant with an information leaflet.

The original is sent to the Criminal Investigation Department if the offence was committed in Lausanne and is within its jurisdiction.

In other cases, the criminal complaint is sent to the Cantonal Police.

The complainant must then:

- Inform their insurance company and send it a copy of the complaint
- Inform the police immediately if they remember something they forgot previously or which they are told later.

### **Flon police station**

Rue de Genève 4

1003 Lausanne

Opening hours:

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

### **Make an appointment**

**+41 21 315 15 15**

### **File a complaint online**

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