

How you can help us

- 1 Only call 999 in a genuine emergency where you need the police.
- 2 Report any information to police that might help prevent and detect crime, or phone Crimestoppers on 0800 555 111. You do not have to give your name.
- 3 Get involved – join your Neighbourhood Watch, take part in Neighbourhood Panel meetings or help us by becoming a Volunteer, a Special Constable or a Police Community Support Officer – see www.met.police.uk – ‘Safer neighbourhoods’ and ‘Recruitment and volunteers’.
- 4 Reduce the chances of becoming a victim – follow crime-prevention advice and guidance to help keep yourself and your property safe. See www.met.police.uk – ‘Crime Prevention’.
- 5 Support your Safer Neighbourhood Teams and get involved in Neighbourhood Panel meetings.
- 6 The threat from terrorism remains real and serious. Terrorists will plan in advance and need funding, accommodation and transport. Call the confidential Anti-Terrorist Hotline on 0800 789 321 to report any activity or behaviour that gives you cause for concern.

Produced by the Diversity and Citizen Focus Directorate of the Metropolitan Police Service

Customer information

- Visit enquiries@met.police.uk for information on the Metropolitan Police Authority’s role and how you can give your views and become involved in how London is policed. You can write to the authority at 10 Dean Farrar Street, London, SW1H 0NY.
- To find the address and opening hours of your local police station, and for details of your local officers, go to www.met.police.uk or ring your local police station.
- To make complaints against the police, either contact your local police station if you think that the complaint should be sorted out easily or, in more serious cases, contact the Independent Police Complaints Commission on their website at www.ipcc.gov.uk or call 08453 002 002.
- If you want to comment on the good work of police officers or police staff, please e-mail or write to your local police station.
- You can report non-urgent crimes by contacting our website at www.met.police.uk – ‘Contact the Met’.

If you need this information in another format, please contact us on 020 7230 2285

Quality of Service Commitment

The minimum standards of service you should expect whenever you contact us



METROPOLITAN
POLICE

Working together for a safer London

We will meet service commitments in the following areas

Making it easy to contact us	We are committed to making sure that our services are accessible to the public and respond to individual, community and business needs
Providing a professional and high-quality service	Our members of staff will provide a thorough and professional service, whatever your reason for contacting us
Dealing with your initial enquiry	We will always give priority to emergencies. However, we recognise that you may want to contact us for many different reasons, and will make sure that we will always deal with your enquiries properly and thoughtfully
Keeping you informed	We recognise the importance of keeping you regularly informed about the progress of your enquiry
Making sure that we consider your views	We are committed to listening to what you say to help us improve the service we provide

Victims of crime

If you are in contact with us because you have been a victim of crime, we have specific commitments to you under the Code of Practice for Victims of Crime. For details of this code, visit the Home Office website at www.homeoffice.gov.uk and enter 'Code of Practice for Victims of Crime' on the search button. For more details on the support that we offer all victims of crime, visit our website on www.met.police.uk and look under 'Contact the Met – Victim Support' or ring your local police station.

Our promises to you

We aim to get to emergencies within 12 minutes

We aim to answer 90% of 999 calls within 10 seconds, and 90% of non-emergency calls within 60 seconds

Wherever possible, we will give you an individual reference number when you contact us

We will treat everyone we deal with fairly, openly and equally

We will work with you to identify policing priorities for your neighbourhood and take action to deal with them

If you contact us about our services, we will respond to you by your preferred method within 10 working days

If you are a victim of crime, we will keep you fully informed on the progress of the investigation and will explain our actions

We are committed to following the Freedom of Information and Data Protection Acts

We are committed to dealing with anti-social behaviour. If you are a victim, please contact your local Safer Neighbourhood Team who will listen to your complaint and take action to deal with the problem. They will make sure that you are kept informed of the results of any action taken