

Contacting Kent Police

Your guide to getting in touch

How to report a crime

In an emergency – call 999

An emergency is when crime is in progress, a suspected offender is nearby, someone is injured or being threatened, or there is a traffic collision involving injury or danger. Only call **999** when you need immediate help.

Report online

Report non-emergency crime 24/7 using online services kent.police.uk/report

- Report a theft including shed or garage break-ins, vehicle break-ins or pickpocketing.
- Report anti-social behaviour including graffiti, criminal damage or nuisance behaviour.
- Report traffic offences including speeding, mobile phone use or aggressive driving.

Always dial **999** in an emergency.

Contact your local council for nuisance & environmental issues such as noise complaints, abandoned vehicles and fly-tipping.

Non emergency – call 101

101 is the number to call to report crime and other police issues that do not require an emergency response. You don't need to dial any other number, just 101. You can also call 101 to speak to your local officer.

Each call costs 15 pence - no matter what time, how long your call lasts or if you call from a mobile. We do not receive any of the call cost.

Text service for the deaf or speech impaired

If you have a hearing or speech impairment, use our textphone service 18000. Or text us on 999 if you've pre-registered with the emergency SMS service.

We are reliant on mobile phone networks. If you don't get a reply to your text quickly, try another way of contacting us, for example by calling **101** or **999** in an emergency.

What happens when you call us?

By calling **999** and requesting police, you will be transferred to our Force Control Room where we will ask you for your name and location. You will also be asked to give as much detail as possible about the incident so we can determine what police presence is required. Each call is judged on the circumstances and calls are prioritised.

If it is an emergency, we will let you know when officers are on their way. If it is not urgent you will be transferred to a non-emergency call handler who may ask for an appropriate time for an officer to call back or visit you to obtain more information.



**Kent
Police**

**Protecting and serving
the people of Kent**

Other ways to contact us

Email or write

For general police enquiries you can email us at enquiries@kent.police.uk

To contact us in writing please send your enquiry to: Kent Police Headquarters, Sutton Road, Maidstone, Kent ME15 9BZ.

Contact your local team

To raise concerns or enquire about policing where you live you can contact your local officers by calling **101** or by emailing them directly. Details can be found overleaf or simply enter your postcode on the homepage of our website: www.kent.police.uk

Social media

You can also contact us on our Twitter and Facebook sites as well as keep up-to-date with the latest news and access crime prevention advice.

- Follow us on Twitter at **@kent_police** - view the lists tab to follow the local account for your district
- Search Facebook for Kent Police

Please do not report crime on Facebook or Twitter. Call **101** for non-urgent police issues and **999** if a crime is in progress or life is in danger.

Email your local officers

- Ashford – csu.ashford@kent.police.uk
- Canterbury – csu.canterbury@kent.police.uk
- Dartford – csu.dartford@kent.police.uk
- Dover – csu.dover@kent.police.uk
- Gravesham – csu.gravesham@kent.police.uk
- Maidstone – csu.maidstone@kent.police.uk
- Medway – csu.medway@kent.police.uk
- Sevenoaks – csu.sevenoaks@kent.police.uk
- Shepway – csu.shepway@kent.police.uk
- Swale – csu.swale@kent.police.uk
- Thanet – csu.thanet@kent.police.uk
- Tonbridge and Malling – csu.tonbridgeandmallings@kent.police.uk
- Tunbridge Wells – csu.tunbridge.wells@kent.police.uk

Contact us

Report a crime

- Report a non-urgent crime online www.kent.police.uk/report
- Call **999** if a crime is in progress or life is in danger
- If you have a hearing or speech impairment, use our textphone service **18000**. Or text us on 999 if you've pre-registered with the emergency SMS service.
- Visit your nearest police front counter to report non-urgent crime

News, information and advice:

- Speak to an officer – at a police surgery, at a front counter or by calling **101**
- Visit our website – www.kent.police.uk
- Follow **@kent_police** or your district account on Twitter
- Find us on **Facebook**

For other information guides in this series, visit www.kent.police.uk/yourguide

If you would like a copy of this leaflet in large print, another format or language, call us on **01622 652158** or email us at communications@kent.police.uk