

Informational Brochure 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 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 disappeared

Practical Information

Where is it possible to file a criminal complaint?

At any police station.

How long does it take to register a criminal complaint?

You should allow half an hour to an hour on average to complete all the formalities. You may have to wait if other people have arrived at the desk before you.

For certain types of offences (petty theft, cycle theft, damage to property), you can speed up the formalities by submitting your complaint in advance on the Internet (www.lausanne.ch/police-eplainte)

How much does it cost to file a complaint?

The process is free of charge. However, a fee is payable if an identity document is lost or stolen (administrative costs to report the lost or stolen documents and obtain the certification that is required to issue new documents).

Who can file a criminal complaint?

Anyone aged 18 or over. However, a minor has the right to report an offence committed against him if he has 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.

Useful information

- Your personal details by presenting an identity document if possible (surname, forename, date of birth, place of origin, occupation, 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 theft, loss or damage (with photo, estimate, invoice if available)

Useful information (continued)

- 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)
 - bank, post office and/or credit cards (number and issuing institution)
 - jewellery (description or photo and value)
- For internet-related crimes please keep all the data
- For crimes involving the fraudulent use of a computer (skimming) or any other fraud with credit cards, a credit card statement from the last 60 days.

What else is it necessary to know?

Can the registration of a complaint be refused?

No, unless the facts that are reported do not constitute a prosecutable offence, such as in the case of accidental damage to a vehicle or a civil lawsuit (dispute over the repayment of a debt, performance of a contract, etc.)

What happens to the criminal complaint?

Two copies are 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.

List of police stations

Hôtel de Police

Rue Saint-Martin 33
1002 Lausanne

Poste de Police de Chailly

Avenue de Chailly 5
1012 Lausanne

Poste de Police de l'Avenue de Cour

Avenue de Cour 78
1007 Lausanne

Poste de Police du Flon

Rue de Genève 4
1003 Lausanne

Poste de Police de la Gare

Rue du Petit-Chêne 36
1003 Lausanne

Poste de Police d'Ouchy

Place de la Navigation 10
1006 Lausanne

Poste de Police de la Pontaise

Rue de la Pontaise 42
1018 Lausanne

Poste de Police de la Sallaz

Avenue du Temple 65
1012 Lausanne

Opening hours: www.lausanne.ch/police-contacts

E-complaint accessible at:

www.lausanne.ch/police-eplainte

- Für Deutsch rufen Sie folgende Seite auf:
- Per Italiano consultare:
- For English please go to:
- Para Español haga clic en:
- Para Português, por favor consulte:
- Za jezik idite na:
- Për Shqip shkoni në:
- Luqado Fadlan arag:
- Tamil
- Arabic