



**METROPOLITAN
POLICE**

How to contact the Met

There are lots of ways to get in contact with the Metropolitan Police.

Online on our website: <https://www.met.police.uk/>

Looking for help or information? Want to tell us something or report an incident? Use our simple online tool to find the best way to get in contact. Here you can contact us about:

- A new crime report or a crime that has already been reported.
- A matter involving driving, vehicles or a road traffic incident.
- Contact a member of staff or team.
- Saying thanks or making a complaint
- And more.

By phone

Emergency 999

Call 999 if:

- A serious offence is in progress or has just been committed.
- Someone is in immediate danger or harm.
- Property is in danger of being damaged.
- A serious disruption to the public is likely.

If you're deaf or hard of hearing, use our textphone service 18000.

Or text us on 999 if you've pre-registered with the emergencySMS service.

Silent 999 calls

If you're in danger but you can't talk on the phone, you should still call 999, then follow these instructions depending on whether you're calling from a mobile or a landline:

Mobile: If you don't speak or answer questions, press 55 when prompted and your call will be transferred to the police. Pressing 55 only works on mobiles and doesn't allow the police to track your location. If you don't press 55 your call will be ended.

Landline: If you don't speak or answer questions and the operator can only hear background noise, they'll transfer your call to the police. If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again. Calling 999 from a landline automatically gives the police information about your location.



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Non-emergency 101

Call 101 for non-emergency enquiries.

If you're deaf or hard of hearing, use our textphone service on 18001 101.

Calling from abroad +44 20 7230 1212

Please use this number if you're contacting us from outside of the UK.

Anti-terrorist hotline 0800 789 321

Call the UK Anti-Terrorism Hotline on 0800 789 321 if you've seen or heard something that you think could suggest terrorist activity.

Social Media:

Report an incident to @MetCC on Twitter

British Transport Police 61016

Text on 61016 to report incidents on the train and tube discreetly.

Stay anonymous - Crimestoppers

Online [crimestoppers-uk.org](https://www.crimestoppers-uk.org)
By phone 0800 555 111

Report Hate Crime

To report hate crime indirectly to police visit True Vision at <https://www.report-it.org.uk/> your_police_force, or to TellMAMA at <https://tellmamauk.org/submit-a-report-to-us/>

Action Fraud (National Fraud & Cybercrime Reporting Centre)

Visit <https://www.actionfraud.police.uk/> or call 0300 123 2040 to report fraud.

Visit us at your local police station

If you need to speak in person in a safe place you can visit a local police station 24/7. Find out where your nearest police front desk is here; <https://www.met.police.uk/contact/find-a-police-station/>

Follow your local borough on Facebook, Twitter, Nextdoor and OWL

Find out more information at: @MPSKingston @MPSMerton @MPSWandsworth @MPSRichmond
You cannot report crime on these social networks.

Speak to your local Neighbourhood Policing Team

Find out who your local ward team is, contact a PC or PCSO, find out when their next contact session is and see local crime information here: <https://www.met.police.uk/a/your-area/>.