



# Shoplifting reporting – quick guide

## What to tell us about when you make contact

It is really important that you tell us if the suspect

- *Has hurt you, tried to hurt you or threatened to hurt you*
- *Tried to stop you telling police*
- *Was a child (under 18), or vulnerable, or if they were with a child*
- *Caused you particular distress – and what they did*
- *Caused damage at the same time*
- *Has done this more than once to your business, and when the last time was*
- *Were racist, sexist, homophobic or were in any other way discriminatory against you*

There is no “minimum value” of loss for Police to investigate further.

## What we need from you

**VICTIM** details – the name and phone number / email address of anyone involved, and confirmation that your business is willing to support a prosecution

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**SUSPECT** details – the name of the suspect and/or the phone number / email address of anyone who can identify them. If they are unknown we need a clear CCTV image of their face

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**SUPPORTING** evidence – the name and phone number / email address of any witnesses to what happened. Please ensure that you also save all CCTV that covers the offence as we will need it later.

## How to report to us

**Use online reporting** through the Sussex Police website or DISC for most shoplifting reports. You can still use 101 if you wish, but on most occasions online reporting is quicker.

**Call 999** for emergencies and if you feel that the police need to attend now e.g. if the suspect is violent, or is unidentified and still with you, if someone has been hurt, or if there is an ongoing and immediate threat to the public such as the suspect has a weapon. Our contact officers will assess whether the report can be investigated further, and what the most suitable response will be. Sometimes this will be police attendance, but on most occasions your report will be passed to the IRC to investigate further.