

## Information about Reporting Incidents and Complaints

### Anti-Social Behaviour and Out of Control Dogs

To report incidents of anti-social behaviour, or dangerous out of control dogs, please contact Cheshire Police using the following methods:

#### By phone - in an emergency

If you need urgent assistance you should always **dial 999**. Cheshire Police aim to answer within 10 seconds.

If you are deaf, hard of hearing or have a speech impediment you can:

- use a text phone to call the Typetalk emergency line on **18000**
- send an **emergency text message** - find out how to register your phone to enable this at the following address-  
[http://www.emergencysms.org.uk/registering\\_your\\_mobile\\_phone.php](http://www.emergencysms.org.uk/registering_your_mobile_phone.php)

#### By phone – not in an emergency or a general enquiry

If you don't need urgent assistance, or have a general enquiry, you should **dial 101** (Cheshire Police's non-emergency number).

Calls to 101 cost 15 pence per call from landlines and mobiles - no matter how long you're on the phone.

If you are deaf, hard of hearing or have a speech impediment, you can contact the police using a text phone through Typetalk for non-emergency situations on **18001 101**.

Crimestoppers is an independent charity that works with police forces throughout the UK that people can use to pass on information about a crime anonymously. They can be contacted by telephone on 0800 555 111 (24 hours a day, 7 days a week).

### Dog Fouling

You can report dog fouling to the Council via the following methods:

- Telephone: 0300 123 8 123
- Twitter: @go\_cheshirewest
- Calling into any customer service centre.

You can request a street clean-up using the "Report It" page at [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk) or by downloading the Smyle app.

