



Los Gatos

Monte Sereno

POLICE DEPARTMENT

Victim Instructions

General - We at the Los Gatos / Monte Sereno Police Department regret that you have been the victim of a crime and we will make every effort to solve the case and/or recover any property that was taken from you. So that you will understand the general procedures for investigating burglaries, crimes against persons, and fraud the following information is provided:

1. **Preliminary Report** – The first officer who contacts you will prepare a preliminary case report. The officer will also examine the crime scene to determine if certain factors are present which indicate a need to perform evidence processing procedures and/or collection for later analysis, which the officer is capable of conducting while taking the initial report.
2. **Property Taken** – It is necessary for the police to have a complete list of all property taken or impacted in your burglary, theft, fraud, or areas of the property that was effected as soon as possible. It is important for you to provide other additional follow up that the officer may request from you in a timely manner and may effect the solvability of the investigation and the extent to which it can be investigated. For this reason, we request that you thoroughly check the premises that was burglarized or effected by the crime under investigation (i.e. fraud and identity theft) and complete a Supplemental Property form if necessary. The more detail you can provide, such as serial numbers and identifying marks, etc., the easier it will be to recover the items. Next, mail the report to the Los Gatos / Monte Sereno Police Department or email the information to the initial responding officer as soon as possible.
3. **Persons Crimes** – If you sustained an injury as a result of the incident under investigation it is imperative that the initial officer be made aware of it for documentation purposes. Additionally, the officer may ask to photograph the injury site and for you to provide documentation of medical treatment if sought and/or sign a Medical Release Waiver form as well as a description of the injury or medical diagnosis. If bruising or further injury should be noticed at a time after the officers initial response, please notify the police department or come to the Police Operations Building so that additional documentation can occur.
4. **Follow-up Investigation** – All investigative cases are assessed and assigned as appropriate to a detective for investigation. The detective will contact you by email, telephone, or in person, usually within 3-7 business days after receiving the case for follow-up if investigative leads exist. The detective is the one most qualified to advise you concerning the solvability factors of your case.
5. **Case Disposition** – In the event your case is closed, offender (s) arrested, or any of your property is recovered, you will be notified.
6. **Additional Information** – If you have any further information about this case or have any questions, please email or call the detective assigned to your case at (408) 354-8600. If you do not know the name of the detective assigned to your case, provide the Agency Report Number (case number) when calling and date of occurrence.