

# Investigation Process

## **If a Burglary or Theft happens to you:**

An Officer will begin by taking an initial police report and collecting all necessary and pertinent information. The officer will then attempt to collect evidence or take photographs if necessary. The officer will give you an assigned case number. This number will be your reference number for this particular event.

## **Burglary:**

If the incident is a **Burglary**, you should contact your insurance company. If your identification, credit cards, check cards or check books were taken, please report it to the appropriate issuing authority. The customer service number should be located on a recent bill or statement.

You will be asked for a case number, please provide them with the number the officer gave you. When you contact the customer service representative, obtain a reference number for the cancellation and a contact name and number and note the date and time.

The officer will take a preliminary report from you. Please continue to look around for any other items that may be missing. If you find additional items missing, please write them down and fax, email or bring the list to the Olmos Park Police Department.

## **Theft of Property:**

If this was a **Theft of Property**, please try to obtain any and all information regarding the stolen articles. This information should include the serial number, color, a detailed description, etc. This will help in the recovery of your items and the prosecution of any individuals that may have been involved.

The officer will take a preliminary property report from you. Please continue to look around for any other items that may be missing. If you find additional items missing, please write them down and fax, email or bring the list to the Olmos Park Police Department.

## **Investigation**

No two criminal investigations are the same; the following is a general guideline and may not apply to your particular incident.

1. Officers will arrive and take an initial report.
2. Officers will try and obtain evidence if applicable.

3. The officer will assign you an individual case number.
4. If applicable, an Investigator will contact you within 1-5 business days from the occurrence of the event.
5. \*Note: If you receive a call from an unknown person who asks for your personal information, get a call back name and number to verify it is truly a customer service representative or Police Investigator.
6. The Investigator will try and gather further information from you regarding the case; this will help produce “leads” or “suspects” in most cases.
7. If you have information regarding the case that *you* may think is trivial or irrelevant, please mention it to the investigator. This may prove to be important later.
8. The investigator will follow-up with you regarding the case *if any new* information is obtained.
9. If you have any questions, new information, or would like to inquire on the status of the case, please do not hesitate to contact us.

**If your property is recovered:**

The investigator will contact you to come in and identify the property. The property will be held for evidence until the disposition of the case in court. In some cases the property may be returned to the owner after approval by the Bexar County District Attorney’s office.

**If an apprehension is made:**

You will be asked to sign a complaint that states you would like to prosecute any and all individuals involved in the crime. You may be asked to testify in court.