Questions to ask the police

Please can I have the incident number for my case?

How will I be kept informed of the progress of the investigation?

Who will contact me and will it always be the same person who will speak to me?

How often will I be contacted?

Who do I contact if I want an update or I have something else to tell you?

What is the phone number of my police contact?

What is the email address of my police contact?
Can you give me an alternative police contact phone number/email address in case my police contact is not available?

When is the best day and time to phone my police contact?

What do you assess the level of risk as – high, medium or low?

How are you going to investigate my case?

What actions will next be taken to find them?

How can I help and what should I do next?

Questions to ask myself

Have I told the police everything that might be useful to them in their investigation?
Have I provided the police with details of the missing person’s normal routine, which of their friends they visit or contact the most and why I am concerned about them?

Have I given the police the details of a friend or relative they can contact if I am not available?
Have I made a note of everything I have been told by the police which I will need to remember or which may be useful as the search continues?

Have I contacted the charity Missing People for their support and advice?

Additional notes

This guidance has been produced with the kind assistance of the Missing Persons Bureau

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For further information and guidance on the issues addressed in this guidance sheet, or for support relating to any aspect of someone going missing, call or text Missing People’s free and confidential 24 hour helpline on 116 000 or email 116000@missingpeople.org.uk

Whilst this information has been provided in good faith, it should not be taken as legal advice. For information tailored to your circumstances, please contact your police force, solicitor or an advisory organisation as appropriate to your query.

Please let us know whether this guidance has been useful, either by answering a few short questions at https://www.surveymonkey.com/s/MissingPeopleGuidance or by emailing your comments to policyandresearch@missingpeople.org.uk