

Days from receipt to completion	Summary of allegation(s)	Complaint Category and type	Complaint Outcome (Humberside Police)	Review Outcome (LPB)	Recommendations to Force	Force response to Recommendation
24	The complainant is dissatisfied that the force is not doing anything about an ongoing neighbourhood dispute.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
6	The complainant is dissatisfied that a member of the force offered inappropriate financial advice to a member of the public.  The complainant is dissatisfied that a member of the force informed him that complaints must be made online, and did not make reasonable adjustments for their hearing.	A - Delivery of duties and services A3 - Information  F -Discriminatory behaviour F2 - Disability	Unable to determine whether or not the service was acceptable.  Unable to determine whether or not the service was acceptable.	Not upheld	N/A	N/A
8	The complainant is dissatisfied with the treatment and use of force used during their son's arrest.  The complainant alleges a violation in their home when their property was seized.  The complainant alleges an unlawful Section 18 search was conducted.  The complainant alleges harassment and intimidation by Police.	B - Police powers, policies and procedures B4 - Use of force  B - Police powers, policies and procedures B2 - Searches of premises and seizure of property  B -Police powers, policies and procedures B2 - Searches of premises and seizure of property  H - Individual behaviour H5 - Overbearing or harassing behaviours	The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.	Not upheld	N/A	N/A
14	The complainant is dissatisfied that an officer threatened them during a telephone call, and alleges that the officer in question is friends with other parties. The complainant believes that this is why the officer would not provide any proof of harassment.	A - Delivery of duties and services A4 - General level of service	Unable to determine whether or not the service was acceptable.	Not upheld	N/A	N/A
6	The complainant is dissatisfied with the overall handling of an investigation which involved their daughter.	A - Delivery of duties and services A2 - Decisions	The service provided was not reasonable and proportionate.	Upheld	A complaint handler from PSD speaks to the officer in the case to establish the correct situation in respect of the decision to take no further action with the case.  The complainant is then given a definitive account of what happened and updated on any appeal rights which may exist. If it transpires that innaccurate information has been given to them by the officer, or in the complaint outcome letter, a suitable formal apology is given.  Any entries in the relevant records to be amended if they are at odds with the correct situation.	Accepted

5	<p>The complainant is dissatisfied with several aspects of their arrest.</p> <p>The complainant is dissatisfied with several aspects of a search which was conducted at their home address, and alleges damage was caused to their door.</p> <p>The complainant is dissatisfied with several aspects of their detention in custody.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>C - Handling of or damage to property or premises</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p> <p>The service provided was acceptable.</p>	Upheld	<p>A check is made of force systems to see if arrangements were made by the police for repairs to be carried out on the door at the complainants house, and the circumstances of that.</p> <p>The searching officers are asked if an entry was forced, what was done with the keys, and whether they were booked into police property, or shown in the complainant's property on the custody record.</p> <p>An explanation is given to the complainant, and if the keys are in possession of the police, they are returned.</p> <p>Should any failings be identified by the police, they should be addressed and apologised for.</p>	
14	The complainant is dissatisfied with the circumstances of them being spoken to by police.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
13	The complainant is dissatisfied with the conclusion of an assault investigation in which she was the victim.	B - Police powers, policies and procedures B7 - Evidential procedures	The service provided was acceptable.	Not upheld	N/A	N/A
12	The complainant is dissatisfied with a police decision that what they allege is the theft of a cat will not be investigated as a crime.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
34	<p>The complainant is unhappy that officers did not allow them to go home to get their appropriate adult.</p> <p>The complainant is unhappy with the force used against them.</p> <p>The complainant alleges they were falsely arrested.</p>	<p>A - Delivery of duties and services A2 - Decisions</p> <p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
34	The complainant is dissatisfied with the overall handling of a vehicle theft matter, and alleged that the stolen vehicle marker was removed without any investigation.	A - Delivery of duties and services A4 - General level of service	The service provided was not acceptable.	Upheld	Based on the advice from Legal Services Unit, and the subsequent supervisory review of the case, consideration be given to removing the record that the officer went through Reflective Practice in this case. Based on the material available to me, it appears he has acted in good faith and sought advice to support his position. This was after he was brought into the middle of a matter which should more properly have been concluded civilly. The police cannot be used as a means of remedy for civil proceedings that become difficult to resolve.	Accepted

33	<p>The complainant alleges that the force are not acting upon their continuous reports involving their neighbours.</p> <p>The complainant alleges that an officer is friends with the suspects in the investigation, therefore are not being dealt with fairly and in a professional manner.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p>	<p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld	N/A	N/A
34	<p>The complainant alleges that they and the information they were able to offer, was belittled and manipulated.</p> <p>The complainant alleges lack of impartiality in the investigation into their partner.</p> <p>The complainant alleges that confidentiality was breached, by revealing details of a statement.</p>	<p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p>	<p>Unable to determine whether or not the service was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld	N/A	N/A
32	<p>The complainant is unhappy with the use of force used against them.</p> <p>The complainant alleges they were unlawfully arrested.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p>	The service provided was acceptable.	Not upheld	N/A	N/A
31	The complainant is dissatisfied with the handling of a harassment report they made to the force.	A - Delivery of duties and services A4 - General level of service	The service provided was not acceptable.	Not upheld	N/A	N/A
36	The complainant is dissatisfied with the level of service and action taken by the force involving their granddaughter.	A - Delivery of duties and services A4 - General level of service	Unable to determine whether or not the service was acceptable.	Not upheld	N/A	N/A
35	The complainant alleges that their reports to police are not being taken seriously and that they are not believed because they are a former convict.	H - Individual behaviour H4 - Lack of fairness and impartiality	The service provided was acceptable.	Not upheld	N/A	N/A
29	<p>The complainant alleges their previous complaint was not answered and they were ignored.</p> <p>The complainant wishes to know how Humberside Police will protect them and their family from any complaints made from another party.</p> <p>The complainant wishes for them and their family to be listed on Force systems as vulnerable persons.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A4 - General level of service</p>	No further action.	Not upheld	N/A	N/A
19	The complainant is dissatisfied with the amount of force used during their arrest.	B - Police powers, policies and procedures B4 - Use of force	The service provided was acceptable.	Not upheld	N/A	N/A
18	The complainant is dissatisfied that the force has closed their investigations.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
22	The complainant is dissatisfied with the level of service received from the Information Governance Unit.	D - Access and/or disclosure of information D2 - Disclosure of information	The service provided was acceptable.	Not upheld	N/A	N/A
22	The complainant is dissatisfied with the member of staff who provided their outcome to a previous complaint submission.	H - Individual behaviour H2 - Impolite and intolerant actions	The service provided was acceptable.	Not upheld	N/A	N/A
21	The complainant is dissatisfied that the force has not investigated their investigation.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A

20	<p>The complainant is unhappy with the selection process when applying for a job with Humberside Police.</p> <p>The complainant alleges inappropriate behaviour of their previous supervisor when working with Humberside Police.</p>	<p>B - Police powers, policies and procedures B9 - Other policies and procedures</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
19	<p>The complainant is dissatisfied as they state the force is not in compliance with various elements of the relevant data protection legislation and guidance.</p>	<p>D - Access and/or disclosure of information D3 - Handling of information</p>	<p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
22	<p>The complainant is unhappy with the use of force used against them.</p> <p>The complainant is unhappy with their treatment whilst detained in police custody.</p> <p>The complainant alleges that his solicitor was told by an officer that all of the investigations would be no further action, however two have been sent to the CPS.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p> <p>B - Police powers, policies and procedures B7 - Evidential procedures</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld	N/A	N/A
16	<p>The complainant is dissatisfied with the investigation disposal where they are the victim of theft and criminal damage.</p>	<p>A - Delivery of duties and services A2 - Decisions</p>	<p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
28	<p>The complainant is dissatisfied with the overall handling of their son's arrest and alleges that officers agitated them during the incident.</p> <p>The complainant is dissatisfied with the length of time the investigation is taking and the force still has not released their son's devices.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p> <p>The service provided was not reasonable or proportionate.</p>	Not upheld	N/A	N/A
26	<p>The complainant alleges that an officer identified themselves as a serving officer when making a call to the Force Control room.</p> <p>The complainant alleges information passed from the officer to the FCR was wrong and prompted an unnecessary rapid response to the scene, which put the responding officers and public at risk.</p>	<p>L - Other L - n/a</p> <p>L - Other L - n/a</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A