

**From:** SPOC PCC

**Sent:** 28 February 2024 13:11

**To:**

**Subject:** Freedom of Information Act 2000 (FOIA) – Request for Information. Our ref: FOI2220

Good afternoon

I refer to your recent Freedom of Information request submitted to the Office of the Police and Crime Commissioner for Humberside as follows:

- ***Number of complaints passed to the crime commissioner's department for the last 3 years listed each year to show any increase. (For Clarity these are people whom have put a complaint in about the police, who were not happy with the police's actions on a reported crime and ask your department to look into the incident)***
- ***Number of incidents where the crime commissioner's department found against the police for the last 3 years***
- ***The total cost to the commissioner's department for complaints show each year for the last 3 years.***

In response to your request, I can advise that the following information is held by the Office of the Police and Crime Commissioner for Humberside:

- Number of complaints passed to the crime commissioner's department for the last 3 years listed each year to show any increase. (For Clarity these are people whom have put a complaint in about the police, who were not happy with the police's actions on a reported crime and ask your department to look into the incident)
- Number of incidents where the crime commissioner's department found against the police for the last 3 years

A Review of complaint handling can be undertaken where there a formally recorded complaint carries a Right to Review and the OPCC is the relevant review body. The purpose of the Review is to determine whether or not the outcome of the complaint (determined by Humberside Police) is reasonable and proportionate. Where a Review determines that the outcome of the complaint was NOT reasonable and proportionate, the Review is upheld.

#### Complaint Reviews – Last 3 years

Year	Completed Review Cases	Number of Reviews upheld
2021	95	15
2022	97	16
2023	107	18

- The total cost to the commissioner's department for complaints show each year for the last 3 years.

We have taken this to mean Reviews of complaints which have been handled by Humberside Police. The OPCC uses an Independent Review officer, provided by Sancus Operations Ltd. Monthly costs can vary as a result of demand fluctuation throughout the year.

#### Sancus Operations – Independent Review costs – Last 3 years

Year/Month	2021	2022	2023	2024
January	£3375	£1400	£2775	£1170
February	£1400	£400	£740	£2000
March	£525	£1225	£3330	
April	£0	£1750	£0	
May	£1225	£1480	£2730	
June	£3850	£2220	£1755	
July	£0	£2035	£2425	
August	£1400	£555	£1950	
September	£0	£0	£2145	
October	£2450	£1295	£1365	
November	£1225	£0	£0	
December	£1225	£2590	£1450	

Yours sincerely

Office of the Police and Crime Commissioner for Humberside

**Right of Review**

If you think that we have not supplied information in accordance with our Publication Scheme or under general rights of access then you have the right to ask for an internal review. Any request for an internal review should be made within 40 days and addressed to:

Data Protection Officer  
Office of the Police and Crime Commissioner for Humberside The Lawns Harland Way Cottingham  
HU16 5SN

E-mail: [pcc@humberside.pnn.police.uk](mailto:pcc@humberside.pnn.police.uk)

We would aim to complete an internal review within 20 working days.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.