

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
18 days	The complainant is dissatisfied that a fee has had to be paid to recover their vehicle which was recovered by the police, and they state that they were not advised by the attending officer that there would be a fee to recover the vehicle.	B- Police powers, policies and procedures B9 - Other policies and procedures	Not determined if the service was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
16 days	The complainant alleges that they found a fireman's outfit on the floor, reported it to the police who did nothing about it.	A - Delivery of duties and services A1 - Police action following contact	Not determined if the service was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
14 days	The complainant reported to the police that their elderly parent was having money and savings stolen by a family member and suffering coercive control. They allege that police visited the parent but did not get back to the complainant as regards what was found.	A - Delivery of duties and services A1 - Police action following contact	The service provided was not acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A

26 days	<p>1. The complainant is dissatisfied that they were arrested for assault.</p> <p>2. The complainant states that they have had no contact from the officer investigating them for assault.</p> <p>3. The complainant is dissatisfied that their driving documents were seized during a search following them being arrested for assault, and that they have been left no record of a search of their car or their premises.</p> <p>4. The complainant is dissatisfied that once at the police station they were stripped.</p> <p>5. The complainant is dissatisfied that as a transgender person they were searched by a person of the opposite gender.</p> <p>6. The complainant is dissatisfied that as a transgender person they were asked unnecessary questions when they were booked into custody.</p> <p>7. The complainant alleges that they were left with items in their cell with which they were able to use to self-harm.</p> <p>8. The complainant alleges that while in custody they should have had a mental health assessment.</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>B- Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p> <p>B - Police powers, policies and procedures B5 - Detention in police custody</p>	The service provided was acceptable	Not reasonable & proportionate. Upheld.	<p>i) The force to provide an explanation to Miss x explaining the grounds for retention of the car documents, and why they were not returned earlier than they were.</p> <p>ii) Anonymised details of the review request and Inspector x's complaint handling report are forwarded to the unit in Humberside Police that sets policy for the force custody areas. The information provided should be sufficient to allow them to decide what action, if any, needs to be taken to ensure compliance with legislation and ensure the dignity and respect of all involved. I am not in a position to be able to determine whether Miss Smith's comments or Inspector x's are correct, so it is right that those having a responsibility for the work area decide. It would be considerate for PSD to update Miss xh on their decided actions, once they have considered the material.</p>	Accepted
19 days	The complainant is dissatisfied with the handling of a matter which they state was a hate crime performed by the courts.	<p>A - Delivery of duties ad services A2 - Decisions</p>	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
32 days	The complainant alleges that during interview they were asked questions and told officers he would need to consult his diary, and asked them to speak to witnesses. He alleges that these and other enquiries have not been carried out, leading to the investigation being extended, including bail.	<p>A -Delivery of duties and services A4 - General level of service</p>	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A

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28 days	<p>1. The complainant is dissatisfied as he states that he was unlawfully arrested for interfering with a motor vehicle.</p> <p>2. The complainant is dissatisfied with the manner of a police sergeant who was present when he was arrested. He states that the officer was extremely rude and raised his voice.</p> <p>3. The complainant alleges that his rights under code C 3.2 of PACE were breached as he was not provided with a written notice of rights and entitlements.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>B - Police powers, policies and procedures B9 - Other policies and procedures</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>Not determined if the service was acceptable.</p>	Reasonable & Proportionate Not upheld	N/A	N/A
36 days	The complainant is dissatisfied that following an investigation, police are still in possession of their son's mobile telephone.	C - Handling of or damage to property/premises	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
27 days	The complainant is dissatisfied with how officers have dealt with them after they reported anti-social behaviour.	A - Delivery of duties and services A4 - general level of service	Not determined if the service was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
27 days	The complainant is dissatisfied that their property including a power generator and a toolbox full of tools was not returned to them.	C - Handling of or to damage to property/premises	The service provided was acceptable	Not reasonable & proportionate. Upheld.	<p>1) consider 'reflective learning' both for the DS and their manager DI in relation to the time they took to handle this complaint. It had no complex issues and should have been straightforward. I can see that the complainant went for long periods with no contact at all during the complaint handling. DI x was allocated the complaint, and they delegated it down to DS x. They should have maintained supervision of DS x's work with it.</p> <p>2) that Mrs x is given contact details for the correct Legal Services/Civil Claims unit in West Yorkshire Police/Humberside Police so that they can contact with a view to claiming recompense from them for the selling of their property at auction without their knowledge.</p>	Accepted
30 days	The complainant is dissatisfied with the investigation into the death of their son.	A - Delivery of duties and services A1 - Police action following contact	Not determined if the service was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A

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26 days	<p>1. The complainant alleges that they were unlawfully arrested, and other options could have been explored than arresting them at their place of work.</p> <p>2. The complainant is dissatisfied with a police decision to return a dog seized which was from them to a third party, and believes police have believed the third party over them without investigating this matter properly.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>A - Delivery of duties and services A1 - Police action following contact</p>		Reasonable & Proportionate Not upheld	N/A	N/A
34 days	<p>1. The complainant is dissatisfied that they were offered no support from the police after they found their ex-partner deceased.</p> <p>2. The complainant is dissatisfied that they have contacted Humberside Police numerous times asking for an update in relation to the death of their ex-partner and that they have not been contacted.</p> <p>3. The complainant is dissatisfied with the response given by the Officer who eventually made contact with them about the death of their ex-partner. Specifically, the complainant wished for an update in relation to the flat of the deceased, and about the concerns they had raised about a weapon found at the address and items that they believed were missing from her ex-partner's address.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>Not determined if the service was acceptable</p> <p>Not determined if the service was acceptable</p> <p>Not determined if the service was acceptable</p>	Not reasonable & proportionate. Upheld.	<p>1) The force arranges for Inspector X to re-visit the complaint handling, addressing the points in the original complaint and all the points in the review request, before giving an appropriate explanation to the complainant, and providing a fresh outcome letter. That work should include obtaining explanations from the MIT to some of the questions and also how best to ensure messages do reach the officers that they were intended for, and are responded to.</p> <p>2) The force ensures that any official records that contain the false date of death caused by a typographical mistake by an officer are corrected.</p>	Accepted
24 days	The complainant is dissatisfied at the response/service by the Police since they began reporting incidents in 2019.	A - Delivery of duties and services AA - General level of service	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
23 days	The complainant is dissatisfied with the demeanour of an officer who attended their address who they state invaded their personal space, made them feel like a criminal and destroyed their day.	H - Individual Behaviour H5 - Overbearing or harrasing behaviours	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
33 days	<p>1. The complainant alleges that officers have used excessive force against them when they attended their address to perform a search</p> <p>2. The complainant alleges that officers lied about comments they made when they opened the door to their address and spoke with officers on their first attendance.</p> <p>3. The complainant is dissatisfied that officers removed a dog from their address and returned it to a person who alleged that the dog had been stolen from them.</p>	<p>B - Police powers, policies and procedures B4 - Use of Force</p> <p>G - Abuse of position/corruption G5 - Obstruction of justice</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p>	<p>Not determined if the service was acceptable</p> <p>Not determined if the service was acceptable</p> <p>Not determined if the service was acceptable</p>	Reasonable & Proportionate Not upheld	N/A	N/A

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31 days	<p>1. The complainant is dissatisfied with the way breaches of a child arrangement order which they reported to the police were handled by the Force Control Room.</p> <p>2. The complainant is dissatisfied with a lack of updates regarding a matter they reported to the police concerning malicious communications.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable</p> <p>The service provided was acceptable</p>	<p>Reasonable & Proportionate Not upheld</p>	N/A	N/A
17 days	The complainant is dissatisfied with a lack of police action concerning drug intelligence which they have passed on to the police.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
16 days	The complainant alleges that due to being in shock when spoken to by police officers regarding harassment against their ex-partner and son, they didn't realise they were signing a Community Resolution and would now like it removing.	A - Delivery of duties and services A3 - Information	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
30 days	The complainant is dissatisfied that the OIC in did not update them or CICA with the required information for her son to pursue a Criminal Injuries Claim Application. This has made their son feel that they are not valued by the police.	A - Delivery of duties and services A1 - Police action following arrest	The service provided was not acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
25 days	The complainant is dissatisfied with Humberside Police's response when they rang to report what they allege are criminal offences committed by medical practitioners.	A - Delivery of duties and services A1 - Police action following arrest	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
24 days	<p>1. The complainant is dissatisfied with the manner of an officer to whom they spoke, who they state told them they could be arrested for harassment and hung up the phone on them.</p> <p>2. The complainant is dissatisfied with the investigation and outcome of a harassment matter which they reported to the police and they don't believe they have been treated fairly.</p>	<p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>Not determined if the service provided was acceptable</p> <p>Not determined if the service provided was acceptable</p>	<p>Reasonable & Proportionate Not upheld</p>	N/A	N/A

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	<p>1. The complainant alleges the Officer sounded the Police siren for an improper purpose; to intimidate and provoke a reaction from the complainant.</p> <p>2. The complainant alleges the Officer was overly aggressive and physically assaulted the complainant by pushing the complainant with both hands despite the complainant holding shopping bags.</p> <p>3. The complainant alleges the Officer refused to disclose their name, giving only their collar number and refused to disclose any form of ID in respect of their colleague.</p> <p>4. The complainant alleges the Officer questioned whether the complainant was under the influence of drugs or alcohol and gave the impression they were not convinced by the complainant's "NO" answer. The complainant alleges the lame and spurious reasons why the Officer doubted their response was a means to artificially justify a reason to search the complainant.</p>	<p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>B - Police powers, policies and procedures B4 - Use of force</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>H - Individual behaviour H1 - Impolite language and tone</p>	<p>The service provided was acceptable</p> <p>The service provided was acceptable</p> <p>The service provided was not acceptable</p> <p>The service provided was acceptable</p>	<p>Reasonable & Proportionate Not upheld</p>	<p>N/A</p>	<p>N/A</p>
17 days	The complainant alleges that the police have failed to investigate a hate crime which they reported against a district judge.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
9 days	The complainant is dissatisfied with the lack of service, contact or care in the progression of the investigation concerning their son. The complainant states they have no faith in PC X to investigate the crime and expressed concerns that they are incapable of doing their job and does not wish to have any further contact with the officer.	A - Delivery of duties and services A1 - Police action following contact	The service provided was not acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
9 days	The complainant is dissatisfied with an interaction they had with officers after they went around the back of a police station and looked through an open window, after which they were told to leave.	A - Delivery of duties and services A4 - General level of service	No Further Action	Reasonable & Proportionate Not upheld	N/A	N/A
7 days	The complainant alleges that an unmarked police car with blue flashing lights overtook a line of traffic at speeds of 70-90mph	E - Use of police vehicles	Not determined if the service was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
8 days	The complainant alleges the police are failing to properly investigate reports they made against their ex-partner due to them being male	F - Discriminatory behaviour F8 - Sex	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A

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7 days	<p>1. The complainant is dissatisfied at how their daughter has been treated by the police who have accused them of making a malicious call</p> <p>2. The complainant believes the police have failed to complete adequate checks of CCTV in order to try and identify/locate the child</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
13 days	<p>1. The complainant alleges they attended Clough Road for a prearranged interview and were told by the officer it was a neighbourhood issue and the officer would not deal with the incident.</p> <p>2. The complainant alleges Humberside Police refuse to deal with their reports about their neighbour causing an obstruction and being aggressive</p>	<p>A - Delivery of duties and Services A1 - Police action following contact</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 acceptable</p>	Reasonable & Proportionate Not upheld	N/A	N/A
6 days	<p>1. The complainant is dissatisfied with the actions of officers who attended their address and believes they have sided with their neighbour</p> <p>2. The complainant is dissatisfied with how a police sergeant has dealt with them over the telephone to discuss an earlier complaint they made, including being too loud and refusing officers names</p>	<p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>H - Individual behaviour H1 - Impolite language and tone</p>	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A