

NOT PROTECTIVELY MARKED

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
29	The complainant is dissatisfied their case was not thoroughly investigated therefore they require the case re-opening.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
27	The complainant is dissatisfied with the time it took for the officers to attend to their concerns from raising a 999 call. The complainant states they require their case re-opening and reviewing, due to it not being properly investigated in full previously.	A- Delivery of duties and services A1- Police action following contact A- Delivery of duties and services A2 - Decisions	The service provided was acceptable. No Further Action - repetitious complaint.	Reasonable & Proportionate Not upheld	N/A	N/A
30	The complainant is dissatisfied that the officer involved in their father's investigation is still in the receipt of property.	A- Delivery of duties and services A4 - General level of service	Not possible to determine whether the service was acceptable or unacceptable.	Not Reasonable & Proportionate Upheld	No further recommendations can be made as all efforts have been made to trace the phone to no avail, and any failing by the employee concerned cannot be addressed with them now, as they have left the force.	N/A
32	The complainant is dissatisfied that the investigating officer did not consider obtaining CCTV footage from a pub in relation to an incident they reported 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
30	The complainant is dissatisfied with the level of service and lack of communication they have received following an incident involving their daughter.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable	Reasonable & Proportionate Not upheld	N/A	N/A
34	The complainant is dissatisfied that information was disclosed to their ex-partner and ex-mother-in-law. The complainant is dissatisfied that the force did not consider seizing their ex-partners computer as evidence.	D - Access and/or disclosure of information D2 - Disclosure of information A - Delivery of duties and services A2 - Decisions	Unable to determine whether the service was acceptable. The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
35	The complainant is dissatisfied with the handling of an incident whereby they were the victim of a road traffic collision. The complainant is dissatisfied with the level of service received from the police.	A - Delivery of duties and services A2 - Decisions A - Delivery of duties and services A4 - General level of service	No Further Action - repetitious complaint The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
35	The complainant is dissatisfied with several elements of an investigation whereby they are the victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A

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34	The complainant is dissatisfied that allegations of sexual assault were closed due to the lack of evidence, and states that coercive control was not taken into account.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
34	The complainant is dissatisfied, as they state that officers knocked too loudly on their door and windows.	H - Individual Behaviour A1 - Police action following contact	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
36	The complainant is dissatisfied with a lack of contact concerning a criminal investigation where they are the victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
34	The complainant is dissatisfied with multiple aspects of an investigation into disclosed historic sexual offences.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
33	The complainant is dissatisfied with the lack of contact and action from the Police, in connection with an incident of criminal damage.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
28	The complainant is dissatisfied that when they called the Police to report anti-social behaviour, they were told to ring the Council.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A

28	<p>The complainant alleges that when they were arrested, they were handcuffed to the rear and states this was not a reasonable or proportionate use of force.</p> <p>The complainant alleges they were arrested for theft of communal property and when they tried to complain about a theft by their ex-partner, they were told it was a civil matter.</p> <p>The complainant is dissatisfied their parents' property was subject to a search.</p> <p>The complainant alleges that despite reporting to the Police they are a victim of domestic abuse, Humberside Police have taken no action.</p> <p>The complainant alleges that despite reporting to the Police their concerns about their ex-partner's children being safeguarded, they have not been forwarded to social services.</p> <p>The complainant alleges the officer in the case has breached GDPR, by discussing parts of the investigation with their employer.</p> <p>The complainant alleges they are being treated unfairly by the officer in the case.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>B - Police powers, policies and procedures B2 - Search of premises & seizure of property</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>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Reasonable & Proportionate Not upheld	N/A	N/A
24	<p>The complainant is dissatisfied with the handling of their investigation regarding a harassment incident they reported to the force. They would like an explanation as to why it took so long to be allocated to an OIC.</p>	<p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable</p>	<p>Not reasonable & Proportionate Upheld</p>	<p>1) The supervisors on Hull Patrol Team 2 as the people who should be responsible for allocating matters to their staff, are spoken to by a manager to allow them to reflect and understand the importance of allocating cases on a timely basis.</p> <p>2) The officer who failed to update the log after giving words of advice, is spoken to by a supervisor to allow them to reflect on the importance of maintaining accurate and timely records to allow victims to be properly updated.</p> <p>3) The force formally apoligises for the unacceptable service to the complainant in this case.</p>	<p>Accepted</p>

29	The complainant alleges the Police have taken no action and failed to properly investigate the reported offence of fraud, where they are recorded as the victim.	A - Delivery of duties and services A1 - Police action following contact.	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
26	The complainant states that when they were arrested they made attending officers aware that they had a bicycle. They allege that as a result of officers failing to collect and secure their bicycle, it has been damaged. The complainant alleges that as part of enquiries into the damage caused to their bicycle, police have failed to check the CCTV.	A - Delivery of duties and services A1 - Police action following contact A - Delivery of duties and services A4 - General level of service	The service provided was not acceptable. The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
22	The complainant is dissatisfied with the progression of their investigation. The complainant alleges that statements and data are missing from Force Systems. The complainant is dissatisfied the investigation regarding an assault on their daughter was closed with no further action or investigation.	A - Delivery of duties and services A4 - General level of service A - Delivery of duties and services A4 - General level of service A - Delivery of duties and services A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
20	The complainant alleges Humberside Police Professional Standards Department are using force policy unlawfully. The complainant wished to know the length of time a named member of the Professional Standards Department has worked in the unit.	B - Police powers, policies and procedures B9 - Other policies and procedures A - Delivery of duties and services A3 - Information	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
21	The complainant alleged unlawful arrest and false imprisonment. The complainant is unhappy with multiple aspects of their custody record, alleging breaches of PACE The complainant alleged they have not received their mobile phone back after receiving a NFA letter and their calls to return the property are going unanswered.	B - Police powers, policies and procedures B3 - Power to arrest and detain A - Delivery of duties and services A3 - Information B - Police powers, policies and procedures B2 - Searches of premises and seizure of property	The service provided was acceptable. The service provided was not acceptable. Unable to determine whether the service was acceptable or not.	Reasonable & Proportionate Not upheld	N/A	N/A

23	The complainant is dissatisfied with the lack of action by the police to arrest the named suspect in an investigation where they are recorded as the victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not reasonable & Proportionate Upheld	1) That the force re-assesses the actions taken thus far in securing the arrest of the alleged offender in this case, and compare them with the force policy/national guidance on dealing with alleged offences of domestic abuse. 2) That positive and timely steps are taken to arrest the alleged offender and complete the enquiries into the assault. 3) The Ms X is provided with updates on progress and given safeguarding advice to tie in with any change of risk which police actions may trigger. 4) An apology is given for the mix-up of names in the complaint outcome letter, which indicates a lack of care in preparing it, or in the complaint handling.	Accepted
26	The complainant is dissatisfied with several aspects or their arrest and detention in custody The complainant is dissatisfied with the items which were seized during a search performed on their home address.	B - Police powers, policies and procedures B4 - Use of force B - Police powers, policies and procedures B2 - Searches of premises and seizure of property	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
23	The complainant is dissatisfied with the outcome of a theft report which they made to the force.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
25	The complainant is dissatisfied with the level of service and lack of updates from the officer in the case.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
21	The complainant is dissatisfied that the officers did not explain why they were stopped. The complainant alleges that the force disclosed incorrect information to social services.	A - Delivery of duties and services A1 - Police action following contact A - Delivery of duties and services A4 - General level of service	The service provided was acceptable. The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
12	The complainant is dissatisfied with the demeanour of an officer following a telephone conversation and alleges that they used an emotional tactic on them.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
11	The complainant is dissatisfied with the level of service they have received regarding their investigation. The complainant states they are dissatisfied that their mother was not contacted during their detention period within custody.	A - Delivery of duties and services A4 - General level of service B - Police powers, policies and procedures B5 - Detention in police custody	The service provided was acceptable. The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A

13	The complainant is dissatisfied with the handling of a burglary incident which they reported to the force, and would like an explanation regarding the outcome.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable	Not reasonable & Proportionate Upheld	1) It can be seen in the investigation log that decisions were made on the continuity of the evidence, based on doubts about the items being present when the officers attended the address on the night of the offence. If that is the reason for their non-examination, and if this is supported by the officers' body worn video footage, then that should be explained to the complainant. In any case they should receive a full explanation from the officer, or their supervisor, of the decisions made. Those decisions may have been totally correct on all the information known at the time, but that should be properly explained. 2) An apology is given by the force to the complainant for the lack of explanation so far. 3) The officer in the case is given feedback from a supervisor about the importance of using correct plain language terms, and providing full explanations to victims when dealing with their criminal complaints. Given the officer concerned is a student officer, this will help to improve their performance and prevent further such issues in the future. 4) The complaint handler is given sight of this review report to allow them to reflect on their complaint handling, and the need to directly address key points in complaints. On some occasions this may be best achieved by having the officer in the case or supervisor speak directly with the complainant.	Accepted
14	The complainant is dissatisfied that their son was arrested and kept in custody overnight and is dissatisfied with how the case was handled, as the force still have their mobile phone and no statements were taken.	B - Police powers, policies and procedures B3 - Power to arrest and detain	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
13	The complainant alleges that they have received no updates or support from Humberside Police regarding investigations where they are the victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A
20	The complainant is dissatisfied that their spouse was arrested for rape when they did not disclose this information to the force.	B - Police powers, policies and procedures B3 - Power to arrest and detain	The service provided was acceptable.	Reasonable & Proportionate Not upheld	N/A	N/A