

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
49	<p>The complainant is dissatisfied that:</p> <p>when their father asked for an agent to be arrested, they were told by officers 'it doesn't work like that'.</p> <p>when officers attended to assist the execution of a warrant at their home, their actions went beyond preventing a breach of peace.</p> <p>when the agents and locksmith couldn't gain entry, they should not have gone any further.</p> <p>agents continued to bang and pound at the door for approximately 90 minutes after the lock was drilled.</p> <p>when a warrant was executed at their address either the officers or the agents have kicked their door causing damage.</p> <p>when 5 officers attended their address, none of them informed that their bodycams were switched on.</p> <p>when officers gained entry to their home during the execution of a warrant, they came towards them in a threatening manner.</p> <p>officers allowed removal of a meter that belonged to them and are therefore party to theft.</p> <p>when they asked to take a photo of the meter before it was removed an officer stopped them.</p> <p>during the execution of a warrant by a utility company, an officer rifled through their personal items in the kitchen.</p> <p>when an officer stopped their mother from leaving, they failed to give her a reason when asked.</p>	<p>C - Handling of or damage to property/ premises</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</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>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</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> <p>The service provided was acceptable</p> <p>The service provided was acceptable</p> <p>The service provided was unacceptable</p> <p>The service provided was acceptable</p> <p>The service provided was acceptable</p> <p>The service eprovided was acceptable</p> <p>The service provided was acceptable</p> <p>The service provided was unacceptable</p>	Not upheld	N/A	N/A
20	<p>The complainant alleges there had been no contact from the officer in charge of the investigation and thinks there has been no investigation.</p> <p>The complainant is dissatisfied with the outcome of the investigation in which they are victim of criminal damage to their vehicle.</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A

13	The complainant alleges they are very disturbed by an officer's inappropriate, disproportionate, and bullying behaviour when they were stopped for a road traffic offence.	H - Individual behaviour H1 - Impolite language and tone	The service provided was acceptable.	Not upheld	N/A	N/A
19	The complainant is unhappy that the officer would not delete allegations due to their sensitive nature.  The complainant is unhappy that the officer used incorrect wording when quoting a pre-interview document.  The complainant is unhappy that prior to being interviewed, the officer spoke to their solicitor and advised to get them to accept an out of court disposal or a caution.  The complainant is unhappy that after they had followed a specific instruction from the officer, it was doubted they had done it.	H - Individual behaviour H4 - Lack of fairness and impartiality  H - Individual behaviour H2 - Impolite and intolerant actions  H - Individual behaviour H4 - Lack of fairness and impartiality  H - Individual behaviour H2 - Impolite and intolerant actions	The service provided was acceptable.  The service provided was unacceptable.  The service provided was acceptable.  Unable to determine whether the service provided was acceptable or not.	Not upheld	N/A	N/A
13	The complainant is dissatisfied that officers are attending their property to ask for individuals they have had no knowledge of/have not known for several years.	A - Delivery of duties and services A3 - Information	Unable to determine whether the service provided was acceptable or not.	Not upheld	N/A	N/A

12	<p>The complainant is dissatisfied that Humberside Police have not acted upon reports made about the conduct of their psychologist.</p> <p>The complainant is unhappy that the sergeant did not call her, when another officer had said they would ask them to.</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>The service provided was acceptable.</p> <p>Unable to determine whether the service provided was acceptable or not.</p>	Upheld	<p>The force should consider starting afresh with the complaint handling and engaging with the complainant or their representative to ensure they have a correct understanding of the complaint. As part of that work, it would seem appropriate to instigate the following actions by the force to deal with the issues originally raised by the complainant:</p> <p>These are: -</p> <p>1) Details of the allegation to be obtained from the complainant and a check made of medical records to establish if there is a basis to record a crime.</p> <p>2) A direct check to be made with the Disclosure and Barring Service (DBS) to establish if all the known aliases presented by the complainant in their complaint, that relate to xxx, are known and have been checked to ensure safeguarding in relation to their practice.</p>	
14	<p>The complainant is dissatisfied that officers were rude to them when dealing with the alleged theft of items where they are suspects.</p> <p>The complainant is dissatisfied that officers were unable to inform them what legislation they were acting upon when dealing with the alleged theft of items where they are suspects.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p>	<p>The service provided was acceptable.</p> <p>The service provided was unacceptable.</p>	Upheld	<p>The force should consider conducting further handling of the complaint by enquiring from the remaining officer what their belief was at the time, and the subsequent police powers they relied on to seize the property and return it to the other party. The explanation should then be shared with the complainant.</p>	

8	<p>The complainant is dissatisfied with the police response to anti-social behaviour where they and their mother have been victims since 2018.</p> <p>The complainant is dissatisfied with how Humberside Police Professional Standards Department have dealt with the initial handling of their complaint.</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>Not possible to assess if the service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
8	<p>The complainant wants their stalking protection order removed because officers did not listen to them when they stated they did not want it.</p>	<p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p>	Upheld	<p>The force should consider having an independent inspector, with experience of managing investigations into related offences, to conduct a review of the ongoing need for a SPO in this case and report their findings to the complainant. Any relevant human rights issues should be included in the review, plus the complainants comments, and, if needs be, include a consultation with the CPS.</p>	<p>Not accepted. Rationale provided.</p>
13	<p>The complainant feels they been lied to by officers and staff in relation to their ASB/harrasment/noise against neighbours.</p>	<p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
10	<p>The complainant alleged their arrest was unjustified, forceful, and had no evidence.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p>	<p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
30	<p>The complainant is unhappy that they were arrested unnecessarily, and that officers and staff lied in their accounts of the incident.</p> <p>The complainant is unhappy with the amount of force used when they were arrested, and the handcuffs were tighter than was necessary.</p>	<p>B - Police powers, policies and procedures B9 - Other policies and procedures</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 the service provided was acceptable or not.</p>	Not upheld	N/A	N/A
58	<p>The complainant is unhappy that both PCs are corrupt and have been lying to them on numerous occasions.</p>	<p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p>	Not upheld	N/A	N/A

30	<p>The complainant is dissatisfied with the closure of the Police log they were involved in, where they reported a neighbour for an incident in the street.</p> <p>The complainant is dissatisfied that their neighbour</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
30	<p>The complainant is dissatisfied concerning a reported communications offence where they are the victim.</p> <p>The complainant is unhappy with how their investigation has been handled and the communication from the officer in charge.</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
43	<p>The complainant is dissatisfied and frustrated with the communication and conduct of Humberside Police regarding the theft of their motor vehicle.</p> <p>The complainant is disappointed they did not receive an acknowledgment or update from the Professional Standards Department regarding their complaint within the timeframes set out in the statutory guidance by the IOPC.</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>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p>	Upheld	<p>The officer in the case to receive formal reflective practice to address their shortfall in performance. The officer's supervisor is tasked with ensuring that the officer keeps xxx updated in line with force policy and the requirements of the victim's code.</p> <p>A reminder is given to staff in PSD Admin that occurrences submitted as complaints should be recorded and dealt with as fresh complaints, even if they appear identical in nature, if they relate to subsequent events to those that have already been dealt with. Complaints can't be made about the same events, but they can be made about subsequent fresh events, no matter how similar in nature they are to the originals.</p>	Accepted

42	<p>The complainant is dissatisfied with the lack of initial response to their report of their son being dragged along the road by a HGV.</p> <p>The complainant is dissatisfied with the level of support received and the lack of proactive policing when investigating an road traffic collision where their son is a victim.</p>	<p>A - Delivery of duties and services A2 - Decisions</p> <p>A - Delivery of duties and services A2 - Decisions</p>	<p>The service provided was unacceptable</p> <p>The service provided was unacceptable</p>	Upheld	<p>A review needs to be carried out of why the accepted failings happened. From that review, formal performance improvement measures should be taken to address any individual or process failings.</p> <p>Arrangements should be made with the PC to sit down with the family and ensure they have the answers they need to help with the pursuit of their insurance claim. It's important they have the correct situation explained to them. A manager from PSD should ensure that xxx's positive comments are made know to the PC and that they are thanked for doing their best to improve the service provided.</p>	Accepted
41	<p>The complainant is dissatisfied with the outcome of their investigation, alleging that no investigation was conducted.</p>	<p>A - Delivery of duties and services A2 - Decisions</p>		Not upheld	N/A	N/A
40	<p>The complainant is unhappy that the police have given a recommendation to their daughters' school and due to this recommendation from the Police, the complainant stated that the school have removed his parental rights.</p> <p>The complainant is unhappy that the call handler in the FCR was rude to them when wanting to make a complaint over the phone.</p>	<p>A - Delivery of duties and services A3 - Information</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p>	<p>Unable to determine whether the service provided was acceptable or not.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A

36	<p>The complainant is dissatisfied with the comments and actions of the Senior Investigating Officer handling the investigation.</p> <p>The complainant is dissatisfied with several aspects of the handling of the investigation.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>A - Delivery of duties and services A4 - General level of service</p>	No further action.	Upheld	To refer this most recent complaint, based on the email exchange with the Chief Constable's office, to the IOPC under the force's legal requirements for mandatory referrals. If a referral is made by the force, a fresh right to review to the IOPC will exist after any further	Accepted
41	<p>The complainant alleges that a Sergeant was rude, unprofessional and patronising during a telephone conversation.</p> <p>The complainant alleges a lack of action and support from Humberside Police regarding parking issues within the community.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>Unable to determine whether the service provided was acceptable or not.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A
28	The complainant is unhappy with the outcome to their investigation and wants this to be reopened and for the suspect to be criminally prosecuted.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
23	The complainant alleges that an officer has falsified CCTV, which has resulted in them receiving a community resolution order.	B - Police powers, policies and procedures B7 - Evidential procedures	No further action.	Not upheld	N/A	N/A
36	<p>The complainant is unhappy with how their investigation was handled, with evidence not being looked at correctly.</p> <p>The complainant is unhappy with the outcome to their Victim Right to Review.</p> <p>The complainant is unhappy with how their previous complaint was handled and did not receive an apology.</p>	<p>A - Delivery of duties and services A3 - Information</p> <p>B - Police powers, policies and procedures B9 - Other policies and procedures</p> <p>A - Delivery of duties and services A4 - General level of service</p>	No further action.	Not upheld	N/A	N/A
39	The complainant is dissatisfied that an officer made threats to arrest them for harassment over a telephone call, and alleges that the officer has only taken their spouse's side.	H - Individual behaviour H4 - Lack of fairness and impartiality	Unable to determine whether the service provided was acceptable or not.	Not upheld	N/A	N/A
40	<p>The complainant is unhappy with comments made by an officer.</p> <p>The complainant is unhappy with the force used.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>B - Police powers, policies and procedures B4 - Use of force</p>	<p>Not valid.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A