

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
11	The complainant is unhappy that their MOSOVO officer has made a disclosure to their new partner.	D - Access and/or disclosure of information D2 - Disclosure of information	The service provided was acceptable.	Not upheld		
11	The complainant is unhappy that an officer would not accept the cutting of their hedgerow as being criminal damage.  The complainant is unhappy that they have not been provided with a copy of a recorded call between them and one of Humberside Police's officers, in which they believe the officer disrespectful and unlawful.  The complainant is unhappy that an officer was rude to their partner in 2021.  The complainant is unhappy that an officer refused to record a hate crime against their partner.	B - Police powers, policies and procedures B9 - Other policies and procedures  A - Delivery of duties and services A4 - General level of service  B - Police powers, policies and procedures B9 - Other policies and procedures  B - Police powers, policies and procedures B9 - Other policies and procedures	The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.	Not upheld		
5	The complainant alleges that an officer returned keys belonging to their recently deceased sibling to their parent, despite raising concerns around this.  The complainant alleges that an officer did not inform them of their sibling's passing.	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.	Not upheld		
32	1 The complainant questions the necessity for their arrest, stating it was unnecessary. 2 The complainant alleges that a female was given unsupervised access to their property. 3 The complainant alleges an officer was sarcastic towards them when arrested. 4 The complainant alleges their house was left insecure following a search post arrest. 5 The complainant alleges their detention was unnecessary in terms of its length. 6 The complainant alleges they were incommunicado in excess of 13 hours. 7 The complainant alleges there was no consideration given to their dog's welfare. 8 The complainant alleges the property search was not prompt or effective. 9 The complainant alleges their rights were violated re legal representation. 10 The complainant alleges there was a breach of PACE Code. 11 The complainant alleges inaccurate recording on their custody record. 12 The complainant alleges they were not handed a copy of rights and entitlements. 13 The complainant alleges that they were threatened with further offences. 14 The complainant is unhappy they were kept in a brightly lit cell all night. 15 The complainant was left embarrassed of the state of their hygiene in police custody. 16 The complainant questions the accuracy of their custody record. 17 The complainant alleges their seized mobile phone items were not recorded. 18 The complainant alleges that their mobile phones were unattended in a police vehicle. 19 The complainant alleges their door keys were not returned to them on their release. 20 The complainant states they were left confused after attending to answer bail.	1 - B - Police powers, policies and procedures B3 - Power to arrest and detain 2 - A - Delivery of duties and services A4 - General level of service 3 - H - Individual behaviour H1 - Impolite language and tone 4 - A - Delivery of duties and services A4 - General level of service 5 - B - Police powers, policies and procedures B3 - Power to arrest and detain 6 - B - Police powers, policies and procedures B5 - Detention in police custody 7 - A - Delivery of duties and services A4 - General level of service 8 - B - Police powers, policies and procedures B2 - Searches of premises and seizure of property 9 - B - Police powers, policies and procedures B5 - Detention in police custody 10 - B - Police powers, policies and procedures B5 - Detention in police custody 11 - B - Police powers, policies and procedures B5 - Detention in police custody 12 - B - Police powers, policies and procedures B5 - Detention in police custody 13 - B - Police powers, policies and procedures B5 - Detention in police custody 14 - B - Police powers, policies and procedures B5 - Detention in police custody 15 - B - Police powers, policies and procedures B5 - Detention in police custody 16 - B - Police powers, policies and procedures B5 - Detention in police custody 17 - B - Police powers, policies and procedures B5 - Detention in police custody 18 - A - Delivery of duties and services A4 - General level of service 19 - A - Delivery of duties and services A4 - General level of service 20 - B - Police powers, policies and procedures B6 - Bail, identification and interview procedures	1 - The service provided was acceptable. 2 - The service provided was acceptable. 3 - Unable to determine whether or not the service was acceptable. 4 - The service provided was acceptable. 5 - The service provided was acceptable. 6 - Unable to determine whether or not the service provided was acceptable. 7 - The service provided was acceptable. 8 - The service provided was acceptable. 9 - The service provided was acceptable. 10 - The service provided was acceptable. 11 - Unable to determine whether or not the service was acceptable. 12 - Unable to determine whether or not the service was acceptable. 13 - The service provided was acceptable. 14 - The service provided was acceptable. 15 - The service provided was acceptable. 16 - Unable to determine whether or not the service was acceptable. 17 - The service provided was not reasonable or proportionate. 18 - The service provided was acceptable. 19 - The service provided was acceptable. 20 - Unable to determine whether or not the service was acceptable. 21 - The service provided was acceptable. 22 - The service provided was acceptable. 23 - Unable to determine whether or not	Not upheld		
	21 The complainant alleges there has been a lack of contact updates re bail conditions. 22 The complainant feels there was obstruction re a copy of their custody record. 23 The complainant is unhappy they have not received a list of seized property. 24 Complainant is unhappy re attempts to gain entry to neighbour's address using keys.	21 - B - Police powers, policies and procedures B6 - Bail, identification and interview procedures 22 - A - Delivery of duties and services A4 - General level of service 23 - B - Police powers, policies and procedures B2 - Searches of premises and seizure of property 24 - B - Police powers, policies and procedures B2 - Searches of premises and seizure of property	21 - The service provided was acceptable. 22 - The service provided was acceptable. 23 - Unable to determine whether or not the service was acceptable. 24 - The service provided was acceptable.			

31	The complainant is unhappy that their SAR has not been provided within 28 days.		The service provided was acceptable.	Not upheld		
26	The complainant is unhappy that an officer breached GDPR by disclosing to a family member that they were attending a voluntary interview for an offence.  The complainant is unhappy that officers failed to follow lines of enquiry.  The complainant is unhappy that officers failed to record a voluntary interview accurately.  The complainant is unhappy that officers lost their evidence.	D - Access and/or disclosure of information D2 - Disclosure of information  A - Delivery of duties and services A4 - General level of service  A - Delivery of duties and services A4 - General level of service  C - Handling of or damage to property/premises C - n/a	The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.	Upheld	Force should consider a reassessment of the service provided in Allegation 1, and if deemed appropriate, amended and communicate to the complainant.	Accepted
20	The complainant is dissatisfied that the Reflective Practice given to an officer has been insufficient.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld		
15	The complainant is dissatisfied with the handling and outcome of the investigation, believing it should not have been progressed because they believe it was not in the public interest to prosecute.  The complainant alleges an officer did not consider their mental health and physical fitness, and failed to follow mental health guidelines for a voluntary interview, which they say caused them to have a stroke less than 24 hours later.  The complainant was dissatisfied with a lack of police action towards the owner of the bucket for leaving it in the middle of the road causing obstruction.	A - Delivery of duties and services A4 - General level of service  B - Police powers, policies and procedures B6 - Bail, identification and interview procedures  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.	Upheld	To revisit allegation 1 (OTBI). Inconsistencies should be considered in order that an explanation and appropriate assessment of the level of service can be provided.	Accepted
12	The complainant is unhappy that an officer did not take the evidence they provided.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld		
20	The complainant is unhappy with how their report was dealt with and questioned why the suspect was not dealt with.  The complainant was unhappy to be given the incorrect crime reference number when making a call for information to 101.  The complainant is unhappy with the manner of an officer during a phonecall.  The complainant wants a review of the decision not to investigate a harassment report.	A - Delivery of duties and services A4 - General level of service  D - Access and/or disclosure of information D3 - Handling of information  H - Individual behaviour H1 - Impolite language and tone  A - Delivery of duties and services A2 - Decisions	The service provided was not acceptable.  The service provided was acceptable.  The service provided was acceptable.  The service provided was acceptable.	Not upheld		
14	The complainant alleges an officer has committed a data breach by showing them statement made by another person.	D - Access and/or disclosure of information D2 - Disclosure of information	The service provided was acceptable.	Not upheld		
12	The complainant is dissatisfied with how their investigation has been handled by the officer in charge, when they were the victim of a road traffic collision.  The complainant is unhappy that they have made many calls to Humberside Police and has not received a call back as promised.  The complainant is unhappy that the officer dealing with their case made excuses and delayed action.	A - Delivery of duties and services A1 - Police action following contact  A - Delivery of duties and services A1 - Police action following contact  A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.  Unable to determine whether or not the service was acceptable.  The service provided was acceptable.	Upheld	The force should review the complaint and consider amending the service for allegation 1 to - the service provided by Humberside Police was not acceptable. There are no other enquiries that need to be conducted in respect of the original investigation. If the force agrees, the complainant should be written to with an amended outcome letter.	Accepted
22	The complainant is unhappy with how their investigation has been handled by the Officer in Charge.  The complainant alleges a member of Humberside Police has abused their position and has accessed records regarding their investigation.	A - Delivery of duties and services A4 - General level of service  D - Access and/or disclosure of information D1 - Use of police systems	The service provided was acceptable.  The service provided was acceptable.	Not upheld		

21	<p>The complainant is unhappy with the service provided by Humberside Police, when trying to locate their seized car and asking for advice on how this can be returned.</p> <p>The complainant is unhappy that they were not provided with any paperwork after their vehicle was seized.</p> <p>The complainant is unhappy that their car was left unattended for 24 hours before being seized.</p> <p>The complainant is unhappy that the police officer prioritised their shift over supplying the necessary documentation to the complainant after their vehicle was seized.</p> <p>The complainant is unhappy that their vehicle was seized on 13/03/2024 despite being insured on 12/03/2024.</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 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 B2 - Searches of premises and seizure of property</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>	Not upheld		
24	<p>The complainant alleges that the reports they are making about their neighbours are not being actioned by Police.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable.</p>	Not upheld		
40	<p>The complainant is dissatisfied with how the investigation into their sibling's death has been handled by Humberside Police.</p> <p>The complainant is unhappy that their sibling's rear door was left unsecured by police after they were found deceased in his flat.</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 not acceptable.</p>	Not upheld		
15	<p>The complainant alleges Humberside Police have accepted and acted on fraudulent and factually incorrect information.</p> <p>The complainant alleges their Uncle is abusive, which is relevant to them not being able to see their grandmother.</p>	<p>D - Access and/or disclosure of information D3 - Handling of information</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>The service provided was acceptable.</p> <p>No further action.</p>	Not upheld		
22	<p>The complainant alleges that despite overwhelming evidence, Humberside Police have failed to intervene in an effective manner regarding a vulnerable young adult being groomed and under coercive control.</p>	<p>A - Delivery of duties and service A4 - General level of service</p>	<p>The service provided was acceptable.</p>	Not upheld		
21	<p>The complainant is unhappy with an officer's manner and how they made them feel during the handling of a suicide investigation.</p> <p>The complainant is unhappy that vital evidence was missing at an inquest meaning the case was adjourned.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>B - Police powers, policies and procedures B7 - Evidential procedures</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p>	Not upheld		
24	<p>The complainant is unhappy with how the OIC in the investigation treated and spoke down to them.</p> <p>The complainant is unhappy that they feel their spouse was forced to accept allegations against them.</p> <p>The complainant is unhappy that the OIC has misled Social Services and manipulated circumstances to suit them.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>F - Discriminatory behaviour F6 - Race</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</p>	<p>Unable to determine whether or not the service provided was acceptable.</p> <p>Unable to determine whether or not the service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
35	<p>The complainant is unhappy with how the investigation was handled and the length of time it took.</p> <p>The complainant was unhappy that the OIC withheld information and only presented it five minutes prior to the inquest.</p> <p>The complainant is dissatisfied with the handling of calls for service from their child prior to them taking their life and questions the grading of these calls and action taken.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</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 not reasonable or proportionate.</p> <p>The service provided was acceptable.</p>	Not upheld		

29	<p>The complainant is unhappy with the lack of police action when reporting ongoing issues they are having with the pub next door to their home.</p> <p>The complainant is unhappy with how the Force Control Room dealt with their log, when they called for assistance in relation to a person - who was in drink - leaning on their car.</p> <p>The complainant is unhappy with how the Force Control Room dealt with their log, when calling for assistance.</p> <p>The complainant is unhappy with how the Force Control Room dealt with a call when reporting cars mounting the kerbs, stating the area was chaos and the pub was breaching their licensing.</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>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> <p>The service provided was acceptable</p> <p>The service provided was not acceptable.</p>	Not upheld		
21	<p>The complainant is unhappy that they were followed by their family member, a police officer, in a patrol car. The officer and their police partner stopped their vehicle next to the complainants and laughed at them.</p> <p>The complainant is unhappy that officers attended their home to speak to them without prior warning.</p>	<p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>B - Police powers, policies and procedures B9 - Other policies and procedures</p>	<p>Unable to determine whether or not the service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
14	The complainant alleges the police are bias, taking the side of their ex-partner.	<p>A - Delivery of duties and services A4 - General level of service</p>	No further action.	Not upheld		