

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	The complainant is unhappy that officers attended their address unannounced, asking questions to eliminate them from enquiries following being identified as involved in an incident.	A - Delivery of duties and services A1 - Police action following contact	Unable to determine whether or not service was acceptable.	Not upheld	N/A	N/A
15	The complainant is dissatisfied with the investigation of an offence for which they are the suspect and states that the OIC has not responded to update requests.	H - Individual behaviour H3 - Unprofessional attitude and disrespect	The service provided was acceptable	Not upheld	N/A	N/A
14	The complainant is dissatisfied with several aspects of an investigation where they were listed as a victim.	A - Deliveries of duties and services A4 - General level of service	No Further Action	Upheld	The force considers having a review carried out of the criminal investigation, assessing the quality of updates and timeliness, to identify and address any failings in performance.	Accepted
15	The complainant is dissatisfied with the outcome provided at the end of an investigation involving their parent.	A -Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
14	The complainant is dissatisfied that nobody from Humberside Police has contacted them regarding a report they made to the force and alleges that the Force is not taking threats seriously.	A - Delivery of duties and services A4- General level of service	The service provided was acceptable.	Upheld	The force to arrange for the original investigation to be reviewed by a supervisor and an officer to visit the complainant to explain what action will be taken. If further action will not be taking place, the reason for that should be properly explained to them.	Accepted
13	The complainant alleges officers have not acted upon reports made to the force.	A - Delivery of duties and services A4 - General level of service	Unable to determine whether or not the service was acceptable.	Not upheld	N/A	N/A

11	The complainant is unhappy with the lack of contact and updates on an investigation.	A - Delivery of duties and services A4 - General level of service	The service provided not not acceptable.	Upheld	The force to arrange for the officer's inspector to review with the constable and their sergeant the actions, taken or not taken, and the level of update given to the school, in the context of what was promised by the officer when interacting with xxx.  The force to apologise for the accepted failings in this case.  A full update to be given to xxx by the Inspector, once the recommended actions, and a review of how the matters are going to be left, are complete	Accepted
6	The complainant alleges that the attending officers had a lack of compassion, empathy and understanding, following their father passing away.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
42	The complainant is dissatisfied with numerous aspects of an investigation into a rape where they are the victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
11	The complainant is unhappy that they were issued with a voluntary control order for their small dog, following a dog bite on a female with a pram.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
2	The complainant is dissatisfied with the progression of an investigation into a criminal matter in which they are a victim.  The complainant alleges a lack of updates and contact from the officer in charge of the investigation.	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.  Unable to determine whether or not service was acceptable.	Not upheld	N/A	N/A
12	The complainant is dissatisfied with how police are dealing with anti-social behaviour where they are the victim.  The complainant alleges an officer has told the council that they are playing both organisations off against each other.	A - Delivery of duties and services A4 - General level of service  H - Individual behaviour H2 - Impolite and intolerant actions	The service provided was acceptable.  Unable to determine whether or not service was acceptable.	Not upheld	N/A	N/A
11	The complainant is dissatisfied with the outcome of the investigation into the theft of their mobility scooter.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A

11	The complainant alleges there has been a lack of action and updates provided by Humberside Police, regarding the investigation into the theft of their bicycle.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
13	The complainant is unhappy with how Humberside Police dealt with a road traffic collision they and their mother were involved in.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
21	The complainant is dissatisfied with how Humberside Police have dealt with them as a victim of harassment. They want to know what went wrong.	A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.	Not upheld	N/A	N/A
24	The complainant is unhappy with the overall response they have received from Humberside Police following their 999 call.	A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.	Not upheld	N/A	N/A
24	The complainant is dissatisfied with the outcome of an investigation where they were assaulted by two males.	A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.	Not upheld	N/A	N/A
24	The complainant alleges that an officer has lied and fabricated information regarding an incident.  The complainant alleges that officers assaulted them at a service station during an incident.  The complainant alleges that items were taken from their dwelling which did not relate to the offence.	A - Delivery of duties and services A3 - Information  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.  The service provided was acceptable.  The service provided was acceptable.	Not upheld  Not upheld  Not upheld	N/A	N/A
27	The complainant is dissatisfied with the investigation and the disposal made regarding their daughter who was listed as a victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
27	The complainant is dissatisfied with the investigation where they are recorded as a victim.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
26	The complainant is dissatisfied with the overall handling of an investigation, as nobody from the force provided them with an update.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
26	The complainant alleges officers committed a data breach by disclosing the nature of allegations against their family member.  The complainant is unhappy that their family member was given a Community Resolution Order, stating this was an inappropriate outcome.	D - Access and/or disclosure of information D2 - Disclosure of information  B - Police powers, policies and procedures B8 - Out of court disposals	Unable to determine whether or not the service was acceptable.  The service provided was acceptable.	Not upheld	N/A	N/A
28	The complainant is dissatisfied with the overall handling of an investigation concerning their cousin.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A

34	The complainant is dissatisfied that action was not taken when reporting incidents to the force of a sexual assault and extortion.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld	N/A	N/A
18	The complainant is unhappy with a police officer attending their place of work to inform that they had been reported, their judgmental attitude and the overall intimidation of the situation.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld	N/A	N/A
14	The complainant is unhappy that their son's investigation has been NFA'd and they are being treated as a suspect.  The complainant alleges that police are using delay tactics so they can prosecute their son when they are 18 years old and not as a juvenile.  The complainant is unhappy and alleges that one of the youths involved was not arrested because they have police officers/staff in the family.	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.	Not upheld	N/A	N/A
20	The complainant is dissatisfied with the comments and behaviour of a senior officer handling an investigation concerning their late parent.  The complainant is dissatisfied with numerous aspects concerning the investigation into the death of their parent.	H - Individual behaviour H3 - Unprofessional attitude and disrespect  A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.  The service provided was acceptable.	Upheld	A copy of this report should be shared with DCI xxx's supervisor, the complaint handler and Detective Superintendent xxx, so that they are fully aware of the ongoing problems and the continuing upset about the lack of a direct apology for the comments. This continues to undermine the family's relationship with the police and the ongoing investigation. To remedy this, in everybody's best interest, he should consider whether it would be beneficial to personally mediate a meeting between DCI xxx and the family to clear the air and work out a positive way forward.	Accepted
20	The complainant is dissatisfied with the level of investigations and outcomes provided on several incidents from the past 4 years.  The complainant alleges that they were unlawfully arrested.	A2 - Delivery of duties and services A2 - Decisions  B - Police powers, policies and procedures B3 - Power to arrest and detain	The service provided was acceptable.	Not upheld	N/A	N/A

131	<p>The complainant alleges that officers acted aggressively and confrontationally towards them during a telephone call and towards their daughter at their home address.</p> <p>The complainant alleges that officers have spoken to their spouse wife aggressively and confrontationally during a visit to their home address.</p> <p>The complainant alleges that an officer lied about the source of an allegation and lied about their actions towards reports made to the force regarding road traffic offences.</p> <p>The complainant is dissatisfied with the issue of a Community Resolution Order.</p>	<p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>B - Police powers, policies and procedures B8 - Out of court disposals</p>	<p>Unable to determine whether the service provided was acceptable or not.</p> <p>The service provided was acceptable.</p> <p>Unable to determine whether the service provided was acceptable or not.</p> <p>The service provided was acceptable.</p>	Upheld	<p>The force to consider:</p> <p>1) Making arrangements for the complainant to have sight of the CCTV footage or images that they have already been promised, but not shown.</p> <p>2) That PC XXX is spoken to by a supervisor and reminded of the importance of dealing positively with any information provided by members of the public to avoid any perception that some individuals may be dealt with more favourably to others.</p>	Accepted
22	<p>The complainant is dissatisfied that an officer told their partner that they had a criminal record to which they requested information from ACRO, who stated his records were clear.</p>	<p>D - Access and/or disclosure of information D3 - Handling of information</p>	<p>The service provided was not acceptable.</p>	Upheld	<p>The force should consider that they formally contact Mr xxx's former partner (in writing) to inform that the information given about Mr xxx having a conviction for violence is incorrect.</p> <p>The force should contact social services and specifically the social worker involved with the case, and inform them also that the information given to them - that Mr xxx has a conviction for violence - is incorrect.</p> <p>Once the above actions are completed, Mr xxx is to be provided with an update of actions taken.</p>	Accepted
22	<p>The complainant is dissatisfied with the manner an officer grabbed them while trying to evade officers following a 999 call.</p> <p>The complainant is dissatisfied in the manner he was searched and alleges inappropriate contact was made to an intimate area.</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>J - Sexual conduct J1 - Sexual assault</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld	N/A	N/A

20	The complainant is dissatisfied with a new ERYC Fairway letter which has been instigated by a PCSO without obtaining accounts from both parties.	B - Police powers, policies and procedures B9- Other policies and procedures	The service provided was acceptable.	Not upheld	N/A	N/A
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