

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
27	The complainant alleges that Humberside Police have not protected or supported them whilst being victim of harassment from their neighbour.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not Reasonable & Proportionate Upheld	A copy of the review request submitted by the complainant is to be provided to the Inspector so that they are aware of the more recent incident which does not appear to have been addressed in keeping with what has been promised. Inspector should consider the wording of their apology and, if appropriate, clarify to the complainant on it covering all failings.	Accepted
36	The complainant alleges that an officer is harassing and stalking them because they were pulled over for a traffic offence. The complainant is unhappy with the attitude from a police sergeant when ringing to discuss their investigation. The complainant is unhappy that when they called the Force Control Room (FCR) for an update on all logs, they were told they needed to enter a police station.	H - Individual behaviour H5 - Overbearing or harassing behaviours 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. The service provided was acceptable.	Reasonable and Proportionate Not upheld		
32	The complainant is unhappy that Humberside Police will not be dealing with their investigation. They do not accept that Hampshire Police should be the ones looking into it as the offence happened in Fleet. The complainant is unhappy that whenever they called into 101 for the OIC, they never received a call back. The complainant is unhappy that officers never attended pre-arranged appointments and never called to say they wouldn't be attending.	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 not reasonable or proportionate.	Reasonable and Proportionate Not upheld		
28	The complainant states that the officer did not advise their body worn video camera was recording at the beginning of a visit. The complainant alleges that the officer was informed about a previous relationship that the complainant had, by someone associated with the other involved person, which the complainant believes negatively influenced the way they were spoken to and dealt with. The complainant believes the officer condoned vigilante actions of their neighbours.	A - Delivery of duties and services A3 - Information H - Individual behaviour H4 - Lack of fairness and impartiality H - Individual behaviour H4 - Lack of fairness and impartiality	Unable to determine whether or not the service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Reasonable and Proportionate Not upheld		
27	The complainant alleges that Humberside Police failed to fully investigate their report of harassment.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Reasonable and Proportionate Not upheld		
27	The complainant is unhappy with the lack of contact and updates following a meeting regarding a change in policy. The complainant is unhappy with the lack of any movement, or general interest from the Police generally.	A - Delivery of duties and services A4 - General level of service A - Delivery of duties and services A4 - General level of service	No further action.	Reasonable and Proportionate Not upheld		
14	The complainant alleges the use of force at their arrest was entirely disproportionate to the nature of the alleged offence they were arrested for. The complainant alleges they were wrongfully arrested, and the police acted on a malicious report. The complainant is unhappy their property was seized, alleging this was an abuse of power.	B - Police powers, policies and procedures B4 - Use of force B - Police powers, policies and procedures B3 - Power to arrest and detain 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.	Reasonable and Proportionate Not upheld		
19	The complainant is unhappy that they have been unable to activate Humberside Police's Anti-Corruption policies. The complainant is not happy police did not attend after reporting an assault.	B - Police powers, policies and procedures B9 - Other policies and procedures A - Delivery of duties and services A4 - General level of service	The service provided was acceptable. The service provided was acceptable.	Reasonable and Proportionate Not upheld		

28	<p>The complainant is dissatisfied with the level of updates and empathy shown by police regarding the sudden death of a their father.</p> <p>The complainant is dissatisfied with the investigation carried out in relation to CCTV and mobile phone evidence.</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 reasonable or proportionate.</p> <p>The service provided was not reasonable or proportionate.</p>	Not Reasonable & Proportionate Upheld	<p>A review needs to be carried out of why the accepted failings happened. From that review, formal performance improvement measures or learning should be taken, to address any individual or process failings.</p> <p>The complainant should be kept updated of the findings of any review and the details of all the remedial work which may be carried out.</p>	Accepted
13	The complainant is dissatisfied with how their seized property was handled and feels they are being lied to by Humberside Police.	<p>C - Handling of or damage to property/premises C - n/a</p>	The service provided was acceptable.	Reasonable and Proportionate Not upheld		
17	<p>The complainant is unhappy with the conduct of a member of staff who is part of the complaints team.</p> <p>The complainant is unhappy with a member of the legal services team who they allege was rude to them on the telephone.</p> <p>The complainant is unhappy that information was released through Clare's Law.</p>	<p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Reasonable and Proportionate Not upheld		
12	The complainant is unhappy that they received a letter from the police stating their vehicle registration number will be held on police systems for 12 months, due to a community speed watch team catching them speeding through a village.	<p>A - Delivery of duties and services A3 - Information</p>	The service provided was acceptable.	Reasonable and Proportionate Not upheld		
20	The complainant alleges a police officer assaulted them on two separate occasions at a football game.	<p>B - Police powers, policies and procedures B4 - Use of force</p>	The service provided was acceptable.	Reasonable and Proportionate Not upheld		
13	The complainant is unhappy that a member of the Central Ticket Office called them and intimidated them about their not guilty plea for a speeding offence.	<p>A - Delivery of duties and services A4 - General level of service</p>	The service provided was acceptable.	Reasonable and Proportionate Not upheld		
13	<p>The complainant is unhappy with their arrest, stating it was unlawful and there was no warrant to arrest them.</p> <p>The complainant is unhappy with the outcome of an investigation.</p> <p>The complainant is unhappy their mobile phone was seized on their arrest and dissatisfied with the assessments conducted on the seized phone.</p> <p>The complainant alleges the police were following, tracking and stalking them.</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 B9 - Other policies and procedures</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>No further action.</p>	Reasonable and Proportionate Not upheld		
14	<p>The complainant is unhappy that their phone was seized without explanation, and they were not allowed to retrieve vital MH numbers from their phone.</p> <p>The complainant is unhappy that an appropriate adult was refused as the complainant is unable to read or write and process information.</p> <p>The complainant is unhappy with the way the OIC acted and spoke.</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>H - Individual behaviours H2 - Impolite and intolerant actions</p>	<p>The service provided was acceptable.</p> <p>The service provided was not reasonable or proportionate.</p> <p>Unable to determine whether or not the service provided was acceptable.</p>	Reasonable and Proportionate Not upheld		
16	<p>The complainant is unhappy that their investigation has been closed.</p> <p>The complainant is unhappy with the lack of communication from the Officer in Charge of the investigation.</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>	Reasonable and Proportionate Not upheld		
28	<p>The complainant is dissatisfied a call handler refused to send officers when the complainant called 101.</p> <p>The complainant is dissatisfied the call handler refused to pass details to officers in the area following their report of drug driving.</p> <p>The complainant states the call handler they spoke to gave wrong information and false hope regarding a harassment investigation.</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Reasonable and Proportionate Not upheld		
28	The complainant is dissatisfied with the lack of police action after reporting an incident which happened at their address.	<p>A - Delivery of duties and services A4 - General level of service</p>	The service provided was acceptable.	Reasonable and Proportionate Not upheld		

29	<p>The complainant is dissatisfied that at no point in the process have they been contacted by the arresting officer. They do not understand why they were first detained, and why handcuffs were placed on them.</p> <p>The complainant is unhappy that were not given the arresting officer's name, as well as the length of time they were detained at the police station.</p> <p>The complainant is unhappy that as a paying lodger, they had no rights to stay in the property and were not permitted to return to the property on release from custody.</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>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>Reasonable and Proportionate Not upheld</p>		
----	---	--	---	--	--	--