

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
31	<p>The complainant is unhappy they have not been informed of when the investigation regarding their son began exactly.</p> <p>The complainant is unhappy that they have not been provided with the name of the person who states that they saw their son at the train station.</p> <p>The complainant would like the DC to admit they were the officer who authorised return of the device seized from the home address after their son was arrested, and wants to know why the item had not been examined.</p> <p>The complainant is unhappy that a section 18 search was carried out at their home address after their son's arrest, alleges that officers entered their bedroom unnecessarily committing trespass, and that items were criminally seized.</p> <p>The complainant is unhappy that when officers seized items from their home address, they did not wear gloves and did not write on evidence bags, as per PACE 1984.</p> <p>The complainant is dissatisfied that they were not phoned by an officer who had promised to call them. The officer then blocked their number and would only communicate via email.</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>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> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
30	<p>The complainant alleges the arresting officer twice used excessive force during their arrest.</p> <p>The complainant states that the officer failed to identify themselves or caution them when arrested.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</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>	Not upheld		
34	<p>The complainants are unhappy and report that x felt dismissed and their concerns were not taken seriously by officers when they spoke about a previous psychologist.</p> <p>The complainants are unhappy that the PC appeared uninterested when they attended the police station. They did not take anything into the meeting and did not make any notes. Details provided by the complainants have not been recorded and a call back phone call from the Sergeant never happened.</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 or not the service provided was acceptable.</p>	Upheld	The force to correctly identify the sergeant that was spoken to by PC x, and then to ascertain if the call was made or why it was not returned as detailed in the allegation.	
21	<p>The complainant alleges their arrest was unjustified and was a false allegation made against them by their ex-partner.</p> <p>Complainant states they should not have been visited by the officer as a legal letter was sent on the advice of their solicitor. They allege it is a civil law case and deem the visit to be harassment by Humberside Police acting on information given by their ex-partner.</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
14	The complainant alleges they were unlawfully arrested.	B - Police powers, policies and procedures B3 - Power to arrest and detain	The service provided was acceptable.	Not upheld		
19	<p>The complainant is unhappy with the decision to take no further action on an investigation.</p> <p>The complainant is unhappy that their Victim Right to Review has been denied.</p> <p>The complainant is unhappy that they have been given a non-molestation order.</p>	<p>A - Delivery of duties and services A2 - Decisions</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 acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
14	The complainant is dissatisfied with how they were treated whilst in police custody.	B - Police powers, policies and procedures B5 - Detention in police custody	The service provided was acceptable.	Not upheld		
24	The complainant is dissatisfied with numerous aspects of an investigation into a fatal road traffic collision for which they were the suspect and were convicted at court.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld		

15	The complainant is unhappy that a police officer was unsupportive and did not believe their rape allegation.	A - Delivery of duties and services A4 - General level of service	The service provided was acceptable.	Not upheld		
19	The complainant is unhappy that an officer disclosed information to their place of work, causing their employer to suspend them.	D - Access and/or disclosure of information D2 - Disclosure of information	The service provided was acceptable.	Not upheld		
24	The complainant is unhappy with a phone call from the Inspector. The complainant is unhappy that the information used to complete their original complaint was incorrect.	A - Delivery of duties and services A4 - General level of service A - Delivery of duties and services A2 - Decisions	The service provided was acceptable. The service provided was acceptable.	Not upheld		
21	The complainant is unhappy with the handling of a phone call and the advice provided when calling to report a crime. The complainant is unhappy with how he was spoken to by two officers from Scunthorpe Police Station when requesting a complaint form at the front counter desk.	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		
26	The complainant is unhappy that their SAR has not been provided within the legislated period as per the ICO.	D - Access and/or disclosure of information D2 - Disclosure of information	The service provided was acceptable.	Upheld	The department responsible for processing SARs should ensure that processes are in place to update applicants of delays, within the recommended timeframes, where such delays can be anticipated. The complaint service provision determination should be changed from 'acceptable' to 'unacceptable'.	Accepted
32	The complainant alleges they were threatened with arrest by officers at Gatwick Airport. The complainant alleges a lack of updates regarding an investigation. The complainant alleges an officer accused them of harassment which is untrue. The complainant alleges there has been no update as requested via court order. The complainant alleges Humberside Police have not responded to reports they have made about their ex-partner, regarding false allegations. The complainant alleges that Humberside Police have refused to provide them with a copy of recorded interview.	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 A - Delivery of duties and services A1 - Police action following contact D - Access and/or disclosure of information D2 - Disclosure of information	No Further Action Service provided was acceptable Service provided was acceptable No Further Action No Further Action No Further Action	Not upheld		