

COMPLAINT REVIEW TRANSPARENCY 2025-26 Q2						
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
26	The complainant submitted a number of allegations relating to their arrest.	<p>A - Delivery of duties and services A4 - General level of service</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</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>C - Handling of or damage to property/premises C - n/a</p> <p>A - Delivery of duties and services A4 - General level of service</p> <p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B4 - Use of force</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>Unable to determine whether or not the service 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		
7	<p>The complainant is dissatisfied there are false allegations been made against them, affecting their mental and physical health.</p> <p>The complainant is dissatisfied that their Subject Access Request (SAR) was heavily redacted.</p> <p>The complainant is dissatisfied they reported their ex-partner for harassment, but no action was taken.</p> <p>The complainant alleges they were not invited for a voluntary interview in 2024.</p> <p>The complainant alleges police action toward them has been heavy handed and disproportionate.</p> <p>The complainant alleges they contacted Humberside Police but they failed to take action.</p> <p>The complainant alleges they contacted Humberside Police in March 2025, but no help was offered.</p>	<p>B - Police powers, policies and procedures B6 - Bail, identification and interview procedures</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>B - Police powers, policies and procedures B6 - Bail, identification and interview procedures</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> <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		
22	<p>The complainant is unhappy that a car pulled out in front of them deliberately and without indicating. They believe it was being driven recklessly by an officer.</p> <p>The complainant is unhappy that the same driver waved something at them, later realising it was a police warrant card/badge holder.</p> <p>The complainant is unhappy that if the driver was an officer, they were driving recklessly and attempting to intimidate.</p> <p>The complainant is unhappy that a week later, they recieved a Notice of Intended Prosecution (NIP) and a letter they describe as threatening and intimidating.</p> <p>The complainant is unhappy that they weren't spoken to by the officer who sent the NIP, without confirming they were the owner of the vehicle.</p> <p>The complainant is unhappy that the officer must have carried out personal checks using police computer systems.</p>	<p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>H - Individual behaviour H5 - Overbearing or harassing behaviours</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		
17	<p>The complainant is unhappy to have received a card through the letterbox with the word CID underlined, emphasizing importance and causing anxiety when they could not get hold of the officer four days later.</p> <p>The complainant is unhappy with the lack of contact from the CID officer, who left a card but then did not return calls.</p> <p>The complainant is dissatisfied that officers decided to deal with the allegation of harassment when they did not believe they had harassed anyone .</p> <p>The complainant is unhappy that following their Subject Access Request (SAR) they were told none of their correspondence was used as part of the investigation.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A1 - Police action following contact</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 not acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
20	The complainant alleges Humberside Police have repeatedly failed to respond to requests to have an allegedly false allegation removed from their record.	<p>D - Access and/or disclosure of information D3 - Handling of information</p>	The service provided was acceptable.	Not upheld		

29	<p>The complainant alleges that an officer failed to investigate a breach of a restraining order investigation.</p> <p>The complainant alleges that an officer told them it was the Crown Prosecution Service (CPS) that made the decision not to prosecute the suspect, but they have since been told by the CPS that it was a Humberside Police decision.</p> <p>The complainant is dissatisfied that Humberside Police never formally submitted the investigation for a charging decision to the CPS.</p> <p>The complainant is dissatisfied that a statement was never taken and no further evidence was gathered as part of the investigation.</p> <p>The complainant is dissatisfied that they weren't notified of the closure of the investigation, nor were they given an explanation as to why this was closed.</p> <p>The complainant alleges that their requests for updates regarding the investigation have been ignored.</p> <p>The complainant alleges their victim right to review was delayed and misdirected because of misinformation provided by Humberside Police.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</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 A3 - Information</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 A3 - Information</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> <p>The service provided was acceptable.</p>	Not upheld		
29	The complainant is dissatisfied with how Humberside Police are t	A - Delivery of duties and services A1 - Police action following contact	No further action.	Not upheld		
15	<p>The complainant alleges they were circulated as wanted on PNC when no offences have been confirmed.</p> <p>The complainant states officers assumed guilt and escalated the matter without conducting due diligence.</p> <p>The complainant states Humberside Police proceeded to notify child protection agencies despite determining that no criminal offence had taken place.</p> <p>The complainant states a Detective Sergeant stated that the complainant has a 'propensity to make and retain such images', which is an unproven and defamatory claim.</p> <p>The complainant states the actions of Humberside Police demonstrate an abuse of process.</p> <p>The complainant states that the circulation on PNC for arrest, contradicts PACE 1984.</p> <p>The complainant states there has been a failure to conduct a thorough and timely review regarding the origin of the alleged images.</p> <p>The complainant states that the assertion they have a 'propensity to make and retain such images' is premature and</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>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>B - Police powers, policies and procedures B6 - Bail, identification and interview procedures</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was not 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		
14	<p>The complainant is unhappy that their seized items were not returned when they were released from custody, and they were not given a receipt for them.</p> <p>The complainant is unhappy that whilst in custody their toilet was turned off for 12+ hours.</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>	Not upheld		
14	<p>The complainant alleges an officer disclosed their name into a report of domestic abuse, which has put them and their family in danger from the perpetrator.</p> <p>The complainant is unhappy that there has been a data breach on a police officer's part.</p> <p>The complainant is unhappy that incorrect information was given to the abused victim using their name, when it had been a third</p>	<p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p>	Upheld	That the Appropriate Authority review the handling of allegation two and consider if the Data Breach should be recorded and inform the complainant of the outcome or rationale if deemed that it would not be recorded	Agreed
16	<p>The complainant is dissatisfied that an officer of the neighbourhood team did not discuss a public order incident with them, before providing the suspect with a community resolution order.</p> <p>The complainant is dissatisfied that they were informed of the issuing of the community resolution order through on email on their partner's phone.</p> <p>The complainant is dissatisfied that they weren't given proof that the order had been issued.</p> <p>The complainant is dissatisfied that there is a disparity in the</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
19	<p>The complainant alleges a police officer attended a school for disabled children and used discriminatory language.</p> <p>The complainant alleges a policing sergeant heard the comments made and did not challenge the behaviour.</p>	<p>F - Discriminatory behaviour F10 - Other</p> <p>F - Discriminatory behaviour F10 - Other</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p>	Not upheld		
16	<p>The complainant is dissatisfied after officers ignored their request to call a friend whose vehicle they were driving so they could collect it, rather than seize the vehicle.</p> <p>The complainant alleges the officers used them as a scapegoat for police training</p>	<p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</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		
15	The complainant is unhappy with how police have handled their reports regarding their ex-partner and child.	A - Delivery of duties and services A2 - Decisions	The service provided was acceptable.	Not upheld		
15	<p>The complainant is unhappy that they were told their ex-partner was circulated for arrest, and were then told the arrest attempt had been cancelled.</p> <p>The complainant is unhappy that they only found out about this because they rang up.</p> <p>The complainant is unhappy that the Detective Sergeant could not answer as to why they felt sending them a letter in the post was appropriate.</p>	<p>A - Delivery of duties and services A2 - Decisions</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld		
15	<p>The complainant is dissatisfied the police failed in their duty to investigate a reported crime.</p> <p>The complainant is dissatisfied with the lack of knowledge by staff.</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		

24	<p>The complainant alleges a police officer advised their ex-partner to freeze their joint bank account.</p> <p>The complainant alleges officers cancelled an ambulance for their son and instead re-directed it for her.</p> <p>The complainant alleges no risk assessment was carried out prior to admitting them to Miranda House.</p> <p>The complainant alleges officers were antagonistic and the ambulance crew's report also states this.</p> <p>The complainant alleges police attended their property before the ambulance, and would like to know how they knew to arrive.</p> <p>The complainant alleges there were no official reports of officers attending their address when the ambulance was called.</p> <p>The complainant alleges the officer escalated the ambulance to an emergency with no medical reason.</p> <p>The complainant alleges that the police officer admitted them to Miranda House with no justification.</p> <p>The complainant alleges a female police officer did not wear a mask during covid when dealing with them.</p>	<p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>A - Delivery of duties and services A3 - Information</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 B9 - Other policies and procedures</p> <p>A - Delivery of duties and services A4 - General level of service</p>	<p>Unable to determine whether or not the service 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> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p> <p>No further action.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld		
13	<p>The complainant is unhappy with the excessive force used when handcuffing.</p> <p>The complainant is unhappy with the officer account of the above incident which were allegedly lies.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p> <p>G - Abuse of position/corruption G5 - Obstruction of justice</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Upheld	The Appropriate Authority should review the photographs provided by the complainant and the custody record that would record any injuries, and if the complainant saw the Health Care Professional (HCP) during their detention.	Accepted
10	<p>The complainant is dissatisfied after an officer seized a mobility scooter from their shop.</p> <p>The complainant alleges an officer did not acknowledge the <u>Humberside Act</u> when their son mentioned it.</p>	<p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>A - Delivery of duties and services A3 - Information</p>	<p>The service provided was not acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
11	<p>The complainant alleges that a personal statement made during a police interview was inappropriately shared with their employers HR and circulated internally.</p> <p>The complainant alleges that their employer and subject of the complaint were informed of the case outcome before they were.</p> <p>The complainant requests confirmation of the date and method by which an IOPC complaint was disclosed, and whether the disclosure was recorded and made through formal police procedures.</p> <p>The complainant alleges that the investigating officer discussed their willingness to accept internal mediation with their employer.</p>	<p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</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 not acceptable.</p> <p>No further action.</p> <p>The service provided was acceptable.</p>	Not upheld		
13	<p>The complainant is unhappy the suspect was given a community resolution order, when the complainant was not consulted about the outcome, nor believes it is eligible.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable.</p>	Not upheld		
13	<p>The complainant is unhappy that a disclosure was made to their ex-partner which they feel is disproportionate, premature, and possibly based on misinterpretation of old offences.</p> <p>The complainant is unhappy that a disclosure was made without warning or allowing opportunity to self-disclose.</p> <p>The complainant is unhappy police attended their ex-partners address without informing them first.</p> <p>The complainant is unhappy that police have created fear and left no space for rehabilitation or personal growth, causing them significant emotional harm.</p> <p>The complainant is unhappy that the disclosure has not been shared with them and is not open and transparent.</p> <p>The complainant is unhappy that the disclosure was made with no consideration of relevance, timing or the impact on their life and relationships.</p> <p>The complainant is unhappy that by issuing the information to their ex-partner, police have breached legal safeguards, data protection, and human rights legislation.</p>	<p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</p> <p>D - Access and/or disclosure of information D2 - Disclosure of information</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> <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		
33	<p>7 allegations relating to the general level of service.</p>	<p>General level of service</p>	<p>The service provided was acceptable. (x6 allegations)</p> <p>Unable to determine (x1 allegation)</p>	Not upheld		
29	<p>The complainant alleges that Humberside Police failed to notify them in advance that their bail had been extended.</p>	<p>A - Delivery of duties and services A3 - Information</p>	<p>The service provided was acceptable.</p>	Not upheld		

34	<p>The complainant is unhappy with police involvement as they thought it was a civil matter.</p> <p>The complainant is dissatisfied Humberside Police handled this when it happened in Scotland.</p> <p>The complainant is dissatisfied with the Office in Charge (OIC) and did not think they were professional.</p> <p>The complainant is unhappy that the investigation process felt one sided.</p> <p>The complainant is unhappy the OIC played down the impact of accepting a Community Resolution Order and being asked to admit they were a thief when no criminality had occurred.</p> <p>The complainant is dissatisfied with key aspects of the handling of the investigation.</p> <p>The complainant is dissatisfied the OIC made them feel overwhelmed and under pressure to accept the CRO.</p> <p>The complainant is dissatisfied they were not advised to seek legal advice at any time.</p> <p>The complainant is unhappy that the OIC didn't give them the option to return money to the complainant to avoid further action</p>	<p>A - Delivery of duties and services A2 - Decisions</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>H - Individual behaviour</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>H - Individual behaviour H5 - Overbearing or harassing behaviours</p> <p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A2 - Decisions</p>	<p>The service provided was not acceptable.</p> <p>The service provided was not acceptable</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was not acceptable.</p> <p>No further action.</p> <p>Unable to determine whether or not the service was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
25	<p>The complainant is dissatisfied that whilst they were in hospital police did not tell their family they were gravely ill, or where they were.</p> <p>The complainant is dissatisfied that police did not bring their medication to the hospital, which left them without vital medication.</p> <p>The complainant alleges that police did not tell the truth when their GP asked about their medication, leading to the GP being</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 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>	Not upheld		
30	<p>The complainant states three officers used excessive force, causing injury.</p> <p>The complainant is dissatisfied that they were handcuffed and not told why they were being detained.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B4 - Use of force</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
27	<p>The complainant is dissatisfied with the handling of matters reported to police involving their ex-partner, alleging there have been failures.</p> <p>The complainant is dissatisfied with the lack of accurate information provided to them by the police.</p> <p>The complainant is dissatisfied that their case was closed prematurely.</p> <p>The complainant is unhappy that on reporting their ex-partner for</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>A - Delivery of duties and services</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		
26	The complainant is dissatisfied because actions agreed by Humberside Police were stopped due to the investigation being closed.	A - Delivery of duties and services A1 - Police action following contact	No further action.	Not upheld		
27	<p>The complainant is unhappy with the lack of contact with the Officer in Charge (OIC) and the way the investigation has been handled.</p> <p>The complainant is unhappy that the teachers involved in the case have not been interviewed.</p> <p>The complainant is unhappy that when the OIC visited their home, they brought a social worker and turned up without warning.</p> <p>The complainant is unhappy that the OIC seemed disinterested from the start.</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>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 acceptable.</p>	Not upheld		
27	<p>The complainant alleges an officer slammed their brakes in front of the complainants HGV which subsequently made them slam their brakes too.</p> <p>The complainant alleges an officer pulled them over in an area that caused obstruction in a village.</p> <p>The complainant alleges an officer was rude during a traffic stop, intimidating the complainant.</p> <p>The complainant is dissatisfied after they were pulled over for allegedly speeding and alleges the officer themselves committed</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A2 - Decisions</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>A - Delivery of duties and services A3 - Information</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		
23	<p>The complainant is dissatisfied that officers used force.</p> <p>The complainant is dissatisfied that three officers ran into their address with taser guns.</p> <p>The complainant is dissatisfied that a dog was set on their son.</p> <p>The complainant alleges their son has injuries from the dog.</p> <p>The complainant was dissatisfied with how an officer spoke to them.</p> <p>The complainant alleges a dog handler did not recall the dog.</p> <p>The complainant alleges an officer used excessive force, causing injury.</p> <p>The complainant is dissatisfied that officers caused damage to furniture.</p>	<p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p> <p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B4 - Use of force</p> <p>B - Police powers, policies and procedures B4 - Use of force</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>B - Police powers, policies and procedures B4 - Use of force</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 acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was not acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld		
22	The complainant is dissatisfied with the handling of their investigations.	A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.	Not upheld		

26	<p>The complainant is dissatisfied that they were informed a formal report didn't exist.</p> <p>The complainant is dissatisfied that the visit from a PCSO was described as informal, when it directly followed a report.</p> <p>The complainant is dissatisfied that they were never informed of the report made against them, and were not given the chance to respond.</p> <p>The complainant is dissatisfied that an officer stated 'the works are clearly lawful' which goes beyond the Police's remit.</p> <p>The complainant alleges that when they attempted to make a counter allegation, they were informed that no complaint or report had been made about them and that the counter allegation could not be accepted.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A3 - Information</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		
25	The complainant alleges the attending officers were laughing with their neighbour after they reported them for having hidden cameras pointing at their address.	<p>H - Individual behaviour H2 - Impolite and intolerant actions</p>	Unable to determine whether or not the service was acceptable.	Not upheld		
31	The complainant is dissatisfied after they received a letter from the CPS stating the case was dropped due to Humberside Police not providing them with the requested evidence.	A - Delivery of duties and services A1 - Police action following contact	The service provided was not acceptable.	Not upheld		
20	<p>The complainant is dissatisfied with the absence of communication from Humberside Police since the text message they received in January.</p> <p>The complainant is dissatisfied that they were only contacted by the CJS after the suspect had been to court.</p> <p>The complainant states that numerous steps within the Victims Code of Practice were not implemented.</p> <p>The complainant states they were deprived of the opportunity for the Magistrates Court to consider their losses.</p> <p>The complainant states their complaint hasn't been addressed.</p> <p>The complainant states they have not been contacted when they were assured someone would be in touch.</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>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 not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was not acceptable.</p>	Not upheld		