

PUBLICATION OF COMPLAINT REVIEW OUTCOMES 2025-2026 Q3

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
22	<p>The complainant is dissatisfied they were accused of something that did not happen.</p> <p>The complainant is dissatisfied that their license was suspended.</p> <p>The complainant was unhappy that officers did not have Body Worn Video (BWW) activated.</p> <p>The complainant alleges an officer provided inaccurate information.</p> <p>The complainant alleges officers used excessive force on a male.</p>	<p>G - Abuse of position/corruption G1 - Organisational corruption</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 A3 - Information</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>Unable to determine whether the service provided was acceptable.</p> <p>Unable to determine whether the service provided was acceptable.</p> <p>Unable to determine whether the service provided was acceptable.</p>	Not upheld		
20	<p>The complainant states there has been a delayed response in relation to the handling of their case.</p> <p>The complainant states there was an excessive delay in reaching a CPS decision.</p> <p>The complainant states there has been a failure to support them, as a vulnerable victim.</p> <p>The complainant states that two incidents at their home were inappropriately handled.</p> <p>The complainant is unhappy with the handling of two case reference numbers.</p> <p>The complainant was informed that no messages from the suspect could be found on the seized phone.</p> <p>The complainant states that evidence was handed back to the suspect.</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 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>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 not acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>Unable to determine whether the service provided was acceptable.</p> <p>The service provided was not acceptable.</p>	Upheld	The Appropriate Authority should review the assessment of the service made for allegation 1 and determine if the identified delays were an acceptable service and consider amending the outcome letter if deemed appropriate.	Accepted
19	<p>The complainant is unhappy with alleged falsification of their custody records.</p> <p>The complainant is unhappy that there is a contradiction of alleged falsified records.</p>	<p>A - Delivery of duties and services A3 - Information</p> <p>A - Delivery of duties and services A3 - Information</p>	No further action	Not upheld		
20	The complainant alleges a lack of action following a report made to the Police.	A - Delivery of duties and services A1 - Police action following contact	The service provided was acceptable.	Not upheld		
17	<p>The complainant alleges a lack of action from police following a report of harassment.</p> <p>The complainant alleges that when trying to report harassment, the call handler was rude and terminated the call.</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>	Upheld	The Appropriate Authority should obtain the full facts of what the complainant would like to report and have this reviewed by the Crime Recording Unit to see if the advice provided by the call handler was correct. They should reassess the service to determine if it was acceptable and ensure the crime is then dealt with appropriately. The AA should consider if there is any learning identified for the call handler, if	Accepted
28	<p>The complainant is dissatisfied that the police allegedly escalated an allegation with no evidence.</p> <p>The complainant is dissatisfied that the police reopened this allegation.</p> <p>The complainant is dissatisfied they were arrested and charged without evidence.</p> <p>The complainant is dissatisfied that police have done nothing with their reports.</p> <p>The complainant is dissatisfied they were remanded, and had a tag.</p> <p>The complainant is dissatisfied that the police allegedly did nothing to investigate their ex-partner.</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 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 not acceptable.</p>	Not upheld		

21	<p>The complainant alleges that they were wrongly arrested.</p> <p>The complainant alleges that whilst waiting in custody, the officers were acting inappropriately.</p> <p>The complainant alleges that the releasing Sergeant was dismissive.</p> <p>The complainant alleges that when they left custody, the receptionist dismissed and threatened.</p> <p>The complainant alleges the arresting officer never acted on their rights.</p> <p>The complainant alleges that the manner of driving by the officer was not appropriate.</p> <p>The complainant alleges that whilst the police vehicle was moving, the officer hung themselves out the window</p>	<p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p> <p>D - Access and/or disclosure of information D4 - Accessing and handling of information from other sources</p> <p>H - Individual behaviour H3 - Unprofessional attitude and disrespect</p> <p>B - Police powers, policies and procedures B7 - Evidential procedures</p> <p>H - Individual behaviour H2 - Inpolite and intolerant actions</p> <p>E - Use of police vehicles E - n/a</p>	<p>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		
20	<p>The complainant alleges that 2 officers attend their address with no empathy.</p> <p>The complainant alleges the officers looked around their house for no reason.</p> <p>The complainant alleges they were given a password which was not discussed.</p> <p>The complainant alleges it was the doctors rather than police who told them what happened to their partner.</p> <p>The complainant alleges they are their partners next of kin, not their child.</p> <p>The complainant alleges they informed the police of information from the coroner, not the other way around.</p> <p>The complainant alleges it took 4 months for their partners property to be returned.</p> <p>The complainant alleges that communication became difficult.</p> <p>The complainant alleges lack of communication from the officer in charge (OIC).</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>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 A1 - Police action following contact</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>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>Unable to determine whether or not the service 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>	Not upheld		
21	<p>The complainant is dissatisfied that they found the result of the investigation after it had been closed.</p> <p>The complainant is dissatisfied that over the years they believed the investigation was open, they received no updates.</p> <p>The complainant is dissatisfied that on calling police to report a sexual offence, officers searched the wrong area.</p> <p>The complainant is dissatisfied that police disregarded their report.</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>A - Delivery of duties and services A1 - Police action following contact</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>	Not upheld		
16	<p>The complainant is dissatisfied with the outcome of an investigation.</p> <p>The complainant is dissatisfied that a counter allegation was made</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
21	<p>The complainant is dissatisfied that an officer handcuffed them without having a key.</p> <p>The complainant is dissatisfied with comments made by an officer.</p> <p>The complainant alleges it's unfair to pay money out for officer negligence.</p>	<p>A - Delivery of duties and services B4 - Use of force</p> <p>H - Individual behaviour A1 - Police action following contact</p> <p>A - Delivery of duties and services A1 - Police action following contact</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		
17	<p>The complainant is dissatisfied that a call taker refused to provide full details.</p> <p>The complainant is dissatisfied with how the call taker dealt with the call.</p> <p>The complainant alleged a call taker accused them of being rude.</p> <p>The complainant is dissatisfied a call taker refused to</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>A - Delivery of duties and services</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		
16	<p>The complainant is dissatisfied with the handling of a report made about an ex-partner.</p> <p>The complainant is dissatisfied that no investigation was created about the ex-partner</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		
16	<p>The complainant alleges they were not formally notified with an explanation regarding the handling of their vehicle.</p>	<p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p>	<p>The service provided was acceptable.</p>	Not upheld		

15	<p>The complainant alleged that handcuffs were applied too tight.</p> <p>The complainant was dissatisfied that an officer slapped them across the face whilst restrained in the hospital.</p> <p>The complainant was dissatisfied officers used leg restraints.</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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
15	<p>The complainant alleges that Humberside Police failed to fulfill statutory obligations.</p> <p>The complainant alleges that this failure constitutes a breach of the standards of professional behaviour.</p> <p>The complainant contends this failure reflects a dereliction of statutory duty.</p>	<p>D - Access and/or disclosure of information D3 - Handling of information</p> <p>D - Access and/or disclosure of information D3 - Handling of information</p> <p>D - Access and/or disclosure of information D3 - Handling of information</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
13	<p>The complainant alleges officers did not control a prisoner in their custody.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>Unable to determine whether or not the service provided was acceptable.</p>	Not upheld		
14	<p>The complainant is dissatisfied that officers conducted a search of property and seized items when they stated they were only conducting a welfare search.</p> <p>The complainant is dissatisfied that when officers seized items, they did not provide a receipt.</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>	Upheld	<p>The Appropriate Authority should obtain the full facts and circumstance of the power used by police to enter and seize the property so this can be explained to the complainant in the outcome letter.</p> <p>The AA should consider if other enquiries exist that would support the assessment of the service provided, which could include</p>	Accepted
12	<p>The complainant is dissatisfied at the length of time they were kept in custody.</p> <p>The complainant is dissatisfied as they believe the charges were not accurate.</p> <p>The complainant is dissatisfied they did not receive pain relief while in custody.</p> <p>The complainant is dissatisfied with incidents used by Police to initiate a non-molestation order.</p> <p>The complainant alleges an officer lied to him when officers forced their way into their home.</p> <p>The complainant is dissatisfied with the lack of updates by an officer dealing with the investigation.</p> <p>The complainant is dissatisfied with an officer who refused to take his complaint details.</p> <p>The complainant is dissatisfied they were investigated following a false allegation from their ex-partner.</p> <p>The complainant alleged an officer threatened them during a call.</p>	<p>B - Police powers, policies and procedure B5 - Detention in police custody</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>B - Police powers, policies and procedures B - Detention in police custody</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 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 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 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>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
11	<p>The complainant is dissatisfied that following Subject Access Request (SAR) they were denied access to Body Worn Video (BWV) footage.</p>	<p>A - Delivery of duties and services A3 - Information</p>	<p>No further action</p>	Not upheld		
6	<p>The complainant alleges that police used the wrong legal standard and the case was closed.</p> <p>The complainant alleges the officer allocated to investigate had a conflict of interest.</p> <p>The complainant alleges police have a bias against them.</p> <p>The complainant alleges police have failed to respond to emails.</p> <p>The complainant alleges the investigation has not been handled correctly.</p> <p>The complainant alleges police have failed to establish a case.</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 acceptable.</p>	Not upheld		
15	<p>The complainant is dissatisfied after an officer said they were not eligible for a Victim Right to Review.</p> <p>The complainant is dissatisfied they were told the investigation would be reviewed and a year has passed with no update.</p> <p>The complainant alleges a call handler told them they were not able to submit a complaint in person.</p> <p>The complainant alleges an investigation was not conducted.</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</p>	<p>The service provided was acceptable.</p>	Not upheld		
14	<p>The complainant is dissatisfied after property was seized and not returned.</p>	<p>B - Police powers, policies and procedures B2 - Searches of premises and seizure of property</p>	<p>The service provided was acceptable.</p>	Not upheld		
29	<p>The complainant is dissatisfied with the lack of police action related to a further report.</p> <p>The complainant is dissatisfied that police did not attend a report within the first 4 hours.</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>	Not upheld		

19	<p>The complainant is unhappy that there has been no follow up since giving a statement.</p> <p>The complainant is unhappy due to having no response to a call to Humberside Police.</p> <p>The complainant is dissatisfied that an officer spoke inappropriately after interviewing.</p> <p>The complainant is dissatisfied due to receiving an NFA.</p> <p>The complainant is dissatisfied they were put in danger.</p> <p>The complainant is dissatisfied because the officer said they had to dictate their own statement.</p> <p>The complainant is dissatisfied the police representative was rude and dismissive.</p> <p>The complainant is dissatisfied overall stating they received poor support.</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>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>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>Unable to determine whether or not the service 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>Unable to determine whether or not the service was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
8	<p>The complainant is dissatisfied with the lack of contact by the officer dealing with the investigation.</p> <p>The complainant is dissatisfied with the tone of an email sent by an Inspector.</p> <p>The complainant is dissatisfied that despite assurance, no action has been taken.</p> <p>The complainant is dissatisfied that no action had been taken.</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>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was not acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
12	<p>The complainant is unhappy that an officer has lied in the official statement.</p> <p>The complainant is unhappy they raised the Deformation of Character Issue and nothing has been done about it.</p>	<p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>H - Individual behaviour H2 - Impolite actions and tolerant actions</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
14	<p>The complainant is unhappy with how an investigation has been handled.</p> <p>The complainant is unhappy that the OIC has told them conflicting information.</p> <p>The complainant is unhappy that they were arrested.</p> <p>The complainant is unhappy that no statement had been taken before the arrest.</p> <p>The complainant is unhappy that they lost their job as a result of the allegation.</p> <p>The complainant is unhappy they have suffered financially.</p> <p>The complainant is dissatisfied their work phone was seized upon arrest.</p> <p>The complainant is dissatisfied there were multiple OIC's during the investigation.</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>H - Individual behaviour H4 - Lack of fairness and impartiality</p> <p>B - Police powers, policies and procedures B3 - Power to arrest and detain</p> <p>B - Police powers, policies and procedures B7 - Evidential procedures</p> <p>B - Police powers, policies and procedures B7 - Evidential procedures</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>	Not upheld		
11	<p>The complainant is dissatisfied with several aspects of an investigation.</p> <p>The complainant is dissatisfied with the lack of contact made throughout 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>	Upheld	The Appropriate Authority should consider if the absence and failure to meet the standards expected in the Victim Code could lead to the service being assessed as not acceptable. The Appropriate Authority should consider if there is any learning opportunity for the line manager of the officer or organisationally to ensure the force learns from this.	Accepted
19	<p>The complainant is dissatisfied with the attitude of an officer.</p> <p>The complainant is dissatisfied an officer demonstrated lack of compassion.</p> <p>The complainant was dissatisfied they received no support of services.</p> <p>The complainant is dissatisfied with the way an officer spoke during a call.</p>	<p>H - Individual behaviour H1 - Impolite language and tone</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</p> <p>A - Delivery of duties and services A1 - Police action following contact</p> <p>H - Individual behaviour H2 - Impolite and intolerant actions</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>Unable to determine whether or not the service was acceptable.</p>	Not upheld		

18	<p>The complainant alleges a serving officer has potentially abused their position to pursue a personal grievance.</p> <p>The complainant alleges that during a road traffic altercation, the officer used abusive and derogatory language.</p> <p>The complainant alleges that since the altercation, they received a notification of intended prosecution for</p>	<p>A - Delivery of duties and services A4 - General level of service</p> <p>H - Individual behaviour H1 - Impolite language and tone</p> <p>D - Access and/or disclosure of information D4 - Accessing and handling of information from other sources</p>	<p>The service provided was acceptable.</p> <p>The service provided was not acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
15	<p>The complainant alleges a lack of action from police following their report.</p> <p>The complainant alleges that the call handler was rude and terminated the call.</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>	Not upheld		
8	<p>The complainant alleges that the officer in charge failed to recognise they were their daughter's next of kin.</p> <p>The complainant alleges that no one contacted them to notify them of their daughter's death.</p> <p>The complainant alleges they have never met with the officer.</p> <p>The complainant alleges they have had none of their values returned.</p> <p>The complainant alleges they have not received correspondence with regard to their daughter's death.</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 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 not 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		
13	<p>The complainant alleges an officer did not investigate prior to the decision to take no further action.</p> <p>The complainant is dissatisfied after the investigation was closed for a second time.</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 not acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
13	<p>The complainant alleges that they have not been given the opportunity to provide evidence.</p> <p>The complainant alleges the officer in charge lied.</p> <p>The complainant is dissatisfied their bail has been extended for a further 3 months.</p> <p>The complainant is dissatisfied with the length of time the investigation is taking.</p> <p>The complainant alleges communication has been poor.</p> <p>The complainant alleges that the last extension of bail documentation was not filed correctly.</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>B - Police powers, policies and procedures B6 - Bail, identification and interview procedures</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>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>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>	Not upheld		
13	<p>The complainant alleges a lack of investigation into the identification of stolen property.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable.</p>	Not upheld		
18	<p>The complainant is dissatisfied with the level of service received.</p>	<p>A - Delivery of duties and services A4 - General level of service</p>	<p>No further action.</p>	Not upheld		
24	<p>The complainant alleges that throughout the investigation there was poor communication.</p> <p>The complainant states they have not been provided with written communication.</p> <p>The complainant states they were not informed of the right to make a Victim Personal Statement.</p> <p>The complainant alleges a failure to properly handle the case.</p> <p>A Sergeant said they could speak to the someone about ASB acknowledging they did not know much about it.</p> <p>The complainant states there has been failure to share key information with the local council.</p> <p>The complainant spent time compiling a diary of incidents, there is no evidence this was shared with the relevant agency.</p> <p>The complainant alleges they received dismissive emails from officers.</p> <p>The complainant alleges inappropriate comments from officers.</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>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 not 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 not acceptable.</p> <p>The service provided was not acceptable.</p>	Upheld	<p>The Appropriate Authority should provide an explanation of the evidence reviewed and a determination of the service provided for each allegation that was agreed with the complainant in January.</p> <p>The Appropriate Authority should ensure the complaint handler has reviewed each allegation and clarified the exact dissatisfaction being expressed by the complainant where clarity is needed.</p>	Accepted

15	<p>The complainant is dissatisfied with the outcome of the investigation.</p> <p>The complainant is dissatisfied with the police response to safeguarding concerns.</p> <p>The complainant is dissatisfied that their re-disclosure of childhood events, were closed without reassessment.</p> <p>The complainant is dissatisfied with the conduct of an officer.</p> <p>The complainant alleged they experienced repeated</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>H - Individual behaviour H3 - Unprofessional attitude and disrespect</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 not acceptable.</p> <p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service</p>	Not upheld		
15	<p>The complainant is dissatisfied with the handling of investigations.</p> <p>The complainant is dissatisfied with the dismissive manner of an officer.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p> <p>H - Individual behaviour H1 - Impolite language and tone</p>	<p>The service provided was acceptable.</p> <p>Unable to determine whether or not the service provided was acceptable.</p>	Not upheld		
12	<p>The complainant alleges a lack of action following reports relating to drug dealing.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable.</p>	Not upheld		
12	<p>The complainant is dissatisfied Humberside Police told them there was nothing to disclose on 2 occasions when submitting a Clare's Law application.</p> <p>The complainant alleges an officer was rude.</p> <p>The complainant states when reporting to Police, they were told it would be logged but no further action would be taken.</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 A2 - Decisions</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>	Not upheld		
17	<p>The complainant alleges an officer did not put reasonable adjustments in place.</p> <p>The complainant alleges that an officer's tone and comment caused distress to a vulnerable child.</p> <p>The complainant alleges an officer gave them disproportionate treatment</p>	<p>A - Delivery of duties and services A1 - Police action following contact</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>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		
11	<p>The complainant is unhappy that they had a voicemail and a letter, which they feel was a waste of time.</p> <p>The complainant is unhappy they were told no further action would be taken if they didn't respond to messages.</p> <p>The complainant is unhappy that the offender was never spoken with.</p> <p>The complainant is unhappy they called Humberside Police and is kept waiting.</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>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>Unable to determine whether or not the service was acceptable.</p>	Not upheld		
7	<p>The complainant is dissatisfied Police have not arrested their ex-partner after reporting numerous occasions.</p>	<p>A - Delivery of duties and services A1 - Police action following contact</p>	<p>The service provided was acceptable.</p>	Not upheld		
8	<p>The complainant alleges their step child was wrongly portrayed as a violent offender by Humberside Police.</p> <p>The complainant is dissatisfied that it took 2 days for Humberside Police to contact them.</p> <p>The complainant is dissatisfied that despite no further action, false information remains online.</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>B - Police powers, policies and procedures B3 - Power to arrest and detain</p>	<p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p> <p>The service provided was acceptable.</p>	Not upheld		
6	<p>The complainant alleges officers used excessive force.</p>	<p>B - Police powers, policies and procedures B4 - Use of force</p>	<p>The service provided was acceptable.</p>	Not upheld		
4	<p>The complainant is dissatisfied a data breach report was never recorded as a crime.</p> <p>The complainant alleges they weren't treated as a victim in line with the Victim Code.</p>	<p>A - Delivery of duties and services A2 - Decisions</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		
4	<p>The complainant alleges they were treated unfairly by Police.</p> <p>The complainant alleges the police failed to update them.</p> <p>The complainant alleges they made a report but received no contact regarding the matter.</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>The service provided was not acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p> <p>Unable to determine whether or not the service was acceptable.</p>	Not upheld		