

PUBLICATION OF COMPLAINT REVIEW OUTCOMES 2025-2026 Q4							
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
43	The complainant is dissatisfied no police action was taken. The complainant is dissatisfied that officers used non child-centred language. The complainant is dissatisfied the video of the interview was lost.	A - Delivery of duties and services B - Police powers, policies and procedures B - Police powers, policies and procedures	A2 - Decisions B6 - Bail, identification and interview procedures B6 - Bail, identification and interview procedures	The service provided was acceptable. The service provided was not acceptable. The service provided was acceptable.	Upheld	The Appropriate Authority should rehearse this complaint OTBI and provide a response and determination upon the service provided. The AA should consider if there are any learning opportunities for any officer. The complainant should be provided with a further Right of Review and the conclusion of the handling of	Accepted
27	The complainant alleges their property was damaged after being seized by police. The complainant alleges their vulnerabilities have not been considered. The complainant alleges they were misdirected for their damages claim. The complainant alleges the burden of proof for damages is unfair. The complainant alleges the complaints process is intentionally complicated. The complainant alleges police did not provide evidence of the pre-damaged condition. The complainant alleges they had not been given adequate opportunity to inspect items.	C - Handling of or damage to property/premises A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services B - Police powers, policies and procedures A - Delivery of duties and services A - Delivery of duties and services	C - n/a A4 - General level of service A4 - General level of service A4 - General level of service B9 - Other policies and procedures A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. Unable to determine whether or not the service was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
29	The complainant is dissatisfied with the investigation, resulting in no further action. The complainant is dissatisfied by comments made by the officer.	A - Delivery of duties and services H - Individual behaviour	A1 - Police action following contact H1 - Impolite language and tone	The service provided was acceptable. Unable to determine whether or not the service was acceptable.	Not upheld		
25	The complainant is dissatisfied that officers used excessive force. The complainant alleges officers attempted to enter their property without a warrant. The complainant is dissatisfied they were arrested, even though they used more force.	B - Police powers, policies and procedures C - Handling of or damage to property/premises B - Police powers, policies and procedures	B4 - Use of force C - n/a B3 - Power to arrest and detain	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Upheld	The Appropriate Authority should consider if the absence of any Body Worn Video (BWV) is appropriate, and any explanation provided within the outcome letter. The AA should consider if there is any learning opportunity for other officer.	Accepted
31	The complainant is unhappy the police have lost two firearms.	C - Handling of or damage to property/premises	C - n/a	The service provided was not acceptable.	Not upheld		
22	The complainant alleges a lack of action relating to concerns regarding their neighbour.	A - Delivery of duties and services	A1 - Police action following contact	The service provided was acceptable.	Not upheld		
14	The complainant alleges the Inspector failed to apply due diligence in complaint handling. The complainant alleges there are false and misleading statements. The complainant alleges false, misleading and defamatory statements about them.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A2 - Decisions A4 - General level of service A4 - General level of service	No further action. The service provided was acceptable. The service provided was acceptable.	Not upheld		
12	The complainant is dissatisfied that officers spoke to neighbours. The complainant is dissatisfied with what an officer said on a telephone call. The complainant alleges an officer treated them like a suspect. The complainant is dissatisfied officers attended their home address.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
23	The complainant is dissatisfied that police dismissed a report of harassment. The complainant is dissatisfied they were denied access to BWV following a SAR. The complainant is dissatisfied that information was redacted and omitted. The complainant is dissatisfied that the PCSO repeatedly attended their home address.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A1 - Police action following contact A1 - Police action following contact A1 - Police action following contact A1 - Police action following contact	The service provided was acceptable. No further action. No further action. The service provided was acceptable.	Not upheld		
22	The complainant is unhappy they had no response from Information Governance Unit. The complainant is dissatisfied with an alleged delay in the processing of the SAR.	A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service	The service provided was not acceptable. The service provided was not acceptable.	Not upheld		
28	The complainant is dissatisfied with the length of time taken to respond to an incident. The complainant alleges the investigation was closed prematurely.	A - Delivery of duties and services A - Delivery of duties and services	A1 - Police action following contact A1 - Police action following contact	The service provided was acceptable. The service provided was acceptable.	Not upheld		
26	The complainant is dissatisfied, alleging that they are: 1. unhappy police did not visit to take a statement. 2. unhappy the OIC failed to review key additional evidence. 3. unhappy the OIC recorded the wrong thing. 4. unhappy with the way the OIC analysed video footage. 5. unhappy the OIC doesn't seem to know the legal definition of self defence. 6. unhappy with the overall handling of the case. 7. unhappy that the officer demonstrated bias. 8. unhappy they were advised to complete a Victim Right to Review (VRR) 9. unhappy it took 3 months to be informed whether the VRR submission was eligible. 10. unhappy that they received no response to a complaint to the Force's PSD. 11. unhappy that an explanation provided was inconsistent with legal guidance. 12. unhappy a follow up email sent to PSD was never acknowledged or responded to. 13. unhappy that their formal request of a written outcome remains unanswered. 14. unhappy they have not received a response. 15. unhappy that they received no confirmation or communication. 16. unhappy the OIC recorded the wrong thing. 17. unhappy with how PSD communicated the complaints process. 18. distressed the police's handling caused them to lose confidence in policing entirely.	A - Delivery of duties and services (all allegations)	A4 - General level of service (all allegations)	1. The service provided was acceptable. 2. The service provided was acceptable. 3. The service provided was acceptable. 4. The service provided was acceptable. 5. The service provided was acceptable. 6. The service provided was acceptable. 7. The service provided was acceptable. 8. The service provided was not acceptable. 9. The service provided was not acceptable. 10. The service provided was not acceptable. 11. The service provided was acceptable. 12. The service provided was not acceptable. 13. The service provided was acceptable. 14. The service provided was acceptable. 15. The service provided was not acceptable. 16. The service provided was not acceptable. 17. Unable to determine whether the service was acceptable. 18. The service provided was acceptable.	Upheld	The Appropriate Authority (AA) should reconsider allegations 1 & 2 and provide a clear explanation regarding the decision not to obtain additional CCTV or take witness statements. The AA should review the determinations for allegations 4, 5, and 6 in light of any further explanation provided. The AA should reconsider the rationale for the service determinations in allegations 7 & 11 and clarify the evidential basis relied upon. The AA should reconsider the service determination for allegation 18 in light of the acknowledged service failure. The AA should consider any organisational learning identified.	Accepted
28	The complainant alleges that officers did not identify themselves. The complainant alleges they witnessed officers using an inappropriate amount of force. The complainant alleges during their son's arrest they were pushed. The complainant alleges after their child was arrested, an officer harassed them. The complainant alleges they and their parent were threatened with arrest.	A - Delivery of duties and services B - Police powers, policies and procedures B - Police powers, policies and procedures H - Individual behaviour B - Police powers, policies and procedures	A4 - General level of service B4 - Use of force B4 - Use of force H6 - Overbearing or harassing behaviour B3 - Power to arrest and detain	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
26	The complainant is dissatisfied that the suspect was not properly interviewed. The complainant is dissatisfied that a harassment report was not fully investigated. The complainant is dissatisfied they were not provided information of the suspect status. The complainant is dissatisfied they were not provided with timely updates. The complainant is dissatisfied no evidence has been given of safeguarding assessments.	A - Delivery of duties and services A - Delivery of duties and services D - Access and/or disclosure of information A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service D3 - Handling of information A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
24	The complainant is dissatisfied with how Humberside Police handled the investigation. The complainant is dissatisfied with the failure to review the investigation.	A - Delivery of duties and services A - Delivery of duties and services	A2 - Decisions A2 - Decisions	No further action. No further action.	Not upheld		
22	The complainant is dissatisfied that following a SAR they were told no data was held. The complainant alleged both officers failed to identify themselves. The complainant alleged an officer made a threat toward them. The complainant was dissatisfied officers did not inform them they were recording BWV. The complainant alleged officers prevented them going about their business.	D - Access and/or disclosure of information A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	D3 - Handling of information A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was not acceptable. The service provided was acceptable.	Not upheld		
17	The complainant is unhappy with the investigation and that the OIC has been dismissive. The complainant is dissatisfied police have not investigated a report made. The complainant is dissatisfied no safeguarding actions have been undertaken. The complainant is dissatisfied a police vehicle was outside their address.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A2 - Decisions A1 - Police action following contact A - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
25	The complainant is dissatisfied their property was destroyed.	B - Police powers, policies and procedures	B2 - Searches of premises and seizure of property	The service provided was not acceptable.	Not upheld		
15	The complainant alleged they felt pressured into accepting a caution. The complainant is dissatisfied it was decided to issue a caution which is on their record. The complainant is dissatisfied with the bail conditions issues following their arrest. The complainant alleges there have been no consequences imposed on their ex-partner. The complainant alleges they have not received a call back. The complainant is dissatisfied that they were refused a Victim Right to Review (VRR).	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
11	The complainant is dissatisfied with the destruction of their property. The complainant is dissatisfied with damage to property when their home was searched. The complainant alleges that the Section 18 form given was not filled in properly.	B - Police powers, policies and procedures B - Police powers, policies and procedures B - Police powers, policies and procedures	B2 - Searches of premises and seizure of property B2 - Searches of premises and seizure of property B2 - Searches of premises and seizure of property	The service provided was not acceptable. Unable to determine whether or not the service was acceptable. The service provided was not acceptable.	Not upheld		
13	The complainant is dissatisfied with the handling of the incident.	A - Delivery of duties and services	A1 - Police action following contact	The service provided was not acceptable.	Not upheld		

10	The complainant is unhappy with how the investigation was handled overall. The complainant is unhappy that police appear to have sided with their ex partner. The complainant is unhappy that officers failed to take appropriate action. The complainant is unhappy and feel they were set up by their ex partner. The complainant is unhappy they were asked to provided a victim statement, the same evening they were arrested.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
9	The complainant is dissatisfied with the lack of police action. The complainant is dissatisfied that the CPS bundle did not contain some material. The complainant is dissatisfied that reasonable adjustments were not considered. The complainant is dissatisfied and wants some elements to be reconsidered. The complainant is dissatisfied that police breached the Victims' Code. The complainant believes police failed and demonstrated a systematic problem.	A - Delivery of duties and services B - Police powers, policies and procedures A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A1 - Police action following contact B7 - Evidential procedures A1 - Police action following contact A1 - Police action following contact A1 - General level of service A1 - General level of service	No further action. No further action. The service provided was acceptable. No further action. No further action. No further action.	Not upheld		
18	The complainant alleges Humber-side Police are harassing them. The complainant alleges they can't get a fair hearing at interview. The complainant is dissatisfied failed to investigate the crime they reported.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A1 - Police action following contact A1 - Police action following contact A1 - Police action following contact	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
22	The complainant is dissatisfied with where a police car was parked. The complainant is dissatisfied that the officer did not provide their name or station. The complainant is dissatisfied that the officer did not explain how the speed gun worked. The complainant is dissatisfied that the officer did not provide them with any paperwork.	A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services A - Delivery of duties and services	A4 - General level of service A4 - General level of service A4 - General level of service A4 - General level of service	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		
22	The complainant alleges a lack of action and interview. The complainant alleges a lack of updates and incorrect information provided.	A - Delivery of duties and services A - Delivery of duties and services	A1 - Police action following contact A1 - Police action following contact	The service provided was acceptable. The service provided was acceptable.	Not upheld		
14	The complainant alleges that an officer threatened them with criminal investigation. The complainant alleges an officer dismissed their comments. The complainant alleges that an officer said things in front of their children.	H - Individual behaviour H - Individual behaviour H - Individual behaviour	H4 - Lack of fairness and impartiality H3 - Unprofessional attitude and disrespect H3 - Unprofessional attitude and disrespect	Unable to determine whether or not the service was acceptable. Unable to determine whether or not the service was acceptable. Unable to determine whether or not the service was acceptable.	Not upheld		
19	The complainant is dissatisfied they were arrested. The complainant alleges the welfare check was used to obtain employment information. The complainant alleges a misinterpretation led to them being sectioned. The complainant alleges police bail led them to be dismissed from their job. The complainant alleges lack of communication deteriorated their mental health. The complainant alleges although they had no case to answer, they still lost their job.	B - Police powers, policies and procedures A - Delivery of duties and services B - Police powers, policies and procedures B - Police powers, policies and procedures A - Delivery of duties and services A - Delivery of duties and services	B3 - Power to arrest and detain A2 - Decisions B5 - Detention in police custody B - Bail, identification and interview procedures A4 - General level of service A2 - Decisions	The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable. The service provided was acceptable.	Not upheld		