

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2021 – 31 March 2022

Commentary:

Humberside feedback – Headline data

1. We note the data regarding initial complainant contact, we pride ourselves on a prompt and effective service, our average of 2.7 days compared to 7.0 for MSF and 12.6 the national average.
2. We note the data of how long to log the initial complaint, 1.9 days for Humberside compared to 6.0 for MSF and 8.7 the national average.
3. The recording of complainants inside and outside schedule 3 is an area of specific attention. Working with our OPCC colleagues we have created a new Initial Complaints Resolution Team. This will allow Humberside PSD to manage virtually all public complaints internally. This will create the ability to ethically utilise Service Recovery more widely rather than an early decision to place inside schedule 3. The team had a soft launch on the 1st July with a full launch on 1st August, early indications (from the first 4 weeks) show a more effective use of service recovery, thus improving complainant satisfaction.
4. 4 The allegation types follow those of MSF and the national picture which is reassuring.
5. We note the data regarding complaint case finalisation, under schedule 3 (including suspension) 54 days compared to MSF 96 and national 111. Under schedule 3 (not including suspension) 49 days compared to MSF 92 and national 106.