

Police Complaints Information Bulletin

Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2020 – 31 March 2021

Police Force: Humberside

The bulletin outlines that Humberside Police's PSD is providing an efficient and effective complaint handling service to the public. The average number of days for customer contact and complaint logging is well below the number of days for our MSF's and nationally. We are also demonstrating efficiency in finalising complaints both within and outside Schedule 3 and in a much shorter time than our MSF's and national colleagues.

In Humberside we do not have a triage function, and although we attempt service recovery, it is evident that as a result of this we handle less complaints outside of Schedule 3 and more under schedule 3 than our MSF's and nationally. That said our complaint handling efficiency under Schedule 3 is very good and lower than our MSF's and nationally. It is an aspiration to have a triage team in the future and we are actively researching the most effective and efficient model to introduce.

Our use of RPRP is at 11% with our MSF's and nationally both recorded as 4%. This demonstrates that we are actively encouraging learning from honest mistakes.

It is pleasing to see that the number of reviews requested for Humberside cases is significantly lower than both our MSF's and nationally.

In conclusion the figures reassure me that in Humberside we are operating our complaint handling function effectively having embraced the new regulations and we are providing a good service to the public.

Matt Baldwin
Detective Superintendent
Head of PSD Humberside Police.