



Mr. Gilliatt  
fFaudwAtch UK

Humberside Police  
Corporate Development Branch  
Information Compliance Unit  
Priory Road  
Kingston Upon Hull  
HU5 5SF  
Tel: 101

Your Ref:  
Our Ref: F-2016-01431

28 October, 2016

Dear Mr. Gilliatt,

**FREEDOM of INFORMATION ACT 2000 Reference No: F-2016-01431**

Thank you for your request for Information, received at this office on 06 October, 2016, in which you requested details of the following:

**The article below (see link) reveals how a police force has fallen under scrutiny for the length of time its Professional Standards Department takes to investigate misconduct claims.**

**250 days is the headline figure which compares favourably with a complaint about a PC serving with Humberside police which today is running at 33% longer than the West Midlands force under the spotlight with no apparent resolution.**

**<http://www.expressandstar.com/news/local-news/2016/10/06/revealed-how-it-can-take-250-days-to-investigate-west-midlands-police-misconduct-claims>**

**A complaint was made about a Police Constable on 8 November 2015 (CO/00432/15), as it was suspected that the officer had incited witnesses (who had lied) to commit perjury.**

**There is no outcome to the investigation despite 333 days passing since the complaint was submitted. This suggests that the Professional Standards Department is seriously failing in its duty to the public and especially to the complainant who has since the reported misconduct been the victim of wrongful arrest, false imprisonment, wrongly convicted on false evidence and now having a criminal record with a £600+ fine to pay. The time spent by the victim/complainant dealing with this matter since is incalculable.**

**Please disclose the following:**

- 1. At what level of seniority within the force is this failure known about? For example does the Chief Constable herself know?**
- 2. Is the Independent Police Complaints Commission fed back records or is the watchdog organisation aware?**
- 3. Is the Police and Crime Commissioner (Office of) fed back records or is the watchdog organisation aware?**
- 4. All recorded data which can be provided relating to the number of conduct complaints and length of time Professional Standards Department takes to investigate them?**





The Freedom of Information Act requires that this request is dealt with in a manner that is motive and applicant blind. A disclosure under this legislation is considered a disclosure to the world and is considered to be on the basis that it is in the public interest.

This response is unique to Humberside Police and you are advised not to compare this like for like with any other force's response you receive.

### Humberside Police Response

Part 1: Not a valid request in accordance with s8 of the Act. This is asking a question opposed to requesting held information.

Part 2: Not a valid request in accordance with s8 of the Act. This is asking a question opposed to requesting held information.

Part 3: Not a valid request in accordance with s8 of the Act. This is asking a question opposed to requesting held information.

Part 4: Please find the relevant data below:

### Complaint Case Timeliness

Average number of days to finalise complaint cases (not including sub judice)

Year to  
date  
actual

105

Same  
period  
last year

83

Average number of days to finalise complaint cases (including sub judice)

113

94

Should you need to discuss this further please contact James Green, Information Compliance Officer on the above details.

Yours sincerely,

James Green  
Information Compliance Officer



## Humberside Police – Freedom of Information Complaints Review Procedure

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### Why Have A Complaints Process?

Humberside Police is committed to delivering an open and transparent service whenever possible and it is our intention to commit to the principles of openness embodied in the Freedom of Information Act. We will release information to the greatest extent possible, consistent with the public interest, however we may withhold information if we consider its release would cause significant harm.

If information within a document is withheld, it will be clearly marked to show where information has been removed and the legal exemption we have used. If we decline to supply all or part of any information you have asked for we will notify you in writing giving our reasons based upon legal exemptions contained within the Freedom of Information Act.

If you are not satisfied about the way in which your Freedom of Information request has been handled you have the right to appeal. This information has been designed to help you to understand how to complain to Humberside Police. Using this process will not affect your right to complain directly to the Information Commissioner if you feel we have not complied with our obligations under the Freedom of Information Act.

### How Long Do I have to Raise A Complaint?

Once we have responded to your Freedom of Information Request you will have 40 working days in which to raise your complaint.

### Who Can Complain?

Anyone who has made a Freedom of Information request in writing to the Force can complain. If you have requested information and you are not satisfied with the way we have dealt with it, you can use the complaints process to have it looked at again. If someone who requested information would like to complain but cannot do so themselves, you can complain on their behalf but it will help us if you make it clear that you are doing so.

### What Can I Complain About?

If you are not satisfied with the way we have handled your request, with the fee we have charged, or with the reasons we have given for refusing to provide information, you have the right to appeal. You can complain about the range, amount and format of information we have sent following a request. You can also complain about the way a request was handled, for example, the time it took to respond.

### How Do I Complain?

To deal with your complaint as quickly as possible, it will help if you can give us as much information as you can about the original request made and the reason for your complaint. Please put your complaint in writing and address it to:

FOI Appeals

[Humberside Police Information Compliance Unit](#)

Police Headquarters

Priory Road

Hull HU5 5SF





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## What Happens To My Complaint?

Once we have enough details to identify the request, we will begin the review. The Head of The Information Compliance Unit will normally review your complaint. In the more complex cases a review panel consisting of a number of senior personnel from the Force will re-examine your complaint. We aim to complete the review process within 20 working days of receiving your complaint. Upon completion we will send you the findings.

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## How Will I Be Notified?

Where we have not followed procedures or have failed to provide acceptable quality of service, we will apologise and explain what we will do to ensure this doesn't happen again. If our original decision to withhold information is over-turned on appeal we will send you the additional information immediately. If we believe that our original response was correct we will let you know, and inform you of your options (see below).

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## What If I'm Still Not Satisfied?

If we have been unable to resolve your complaint and you are not satisfied you can approach the office of the Information Commissioner, who may investigate the matter on your behalf. This option is open to you at all times, but we will endeavour to address your complaint initially, as this may lead to a speedier resolution. It is the Information Commissioner who decides whether to investigate or not. We will co-operate fully with the Information Commissioner.

If you have any further questions about the complaints process, please contact the Information Compliance Unit on 01482 578039 or alternatively you can write to:

*Head of Information Compliance Unit*  
*Humberside Police Headquarters*  
*Priory Road*  
*Hull HU5 5SF*  
Email: [informationcomplianceunit@humberside.pnn.police.uk](mailto:informationcomplianceunit@humberside.pnn.police.uk)

Requests for a review by the Information Commissioner should be made in writing directly to:

*The Information Commissioner*  
*Wycliffe House*  
*Water Lane*  
*Wilmslow*  
*Cheshire*  
*SK9 5AF*  
**Phone: 01625 545 700**  
**[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**

