



Humberside Police
Corporate Development Branch
Information Compliance Unit
Police Headquarters
Priory Road
HU5 5SF
Tel: +44 (1482) 317096
Fax: +44 (1482) 317090

Mr. Proctor

Your Ref:
Our Ref: F-2012-01605

24 September, 2012

Dear Mr. Proctor,

FREEDOM of INFORMATION ACT 2000 Reference No: F-2012-01605

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

- 1) Request to know how many complaints were made against Humberside Police between the 1st of January 2011 and 1st of January 2012

410

- 2) Request to know how many Claims for damages were issued in the county court against Humberside Police

0

- 3) Request to know how much was spent by Humberside Police in defending these cases for example in counsel fee's and solicitor fee's

No information held. The complaints are dealt with by salaried staff employed by the force who process complaints as part of their daily duties. The force have no requirement to document the amount of time processing each complaint.

Should you need to discuss your request further please contact on Paul Waller, the above details.

Yours faithfully,

Paul Waller
Information Compliance Officer
Information Compliance Unit - Humberside

1

*Chief Constable T.S. Hollis QPM Deputy Chief Constable D.J.Griffin MA
Assistant Chief Constable (Operations Support) J .P. Crosse MA (Oxon), FCIPD, MCMI Assistant Chief Constable (Operations) A. Leaver
Assistant Chief Officer (Support) P.S. Goatley BA (Hons), CPFA*

Web site: www.humberside.police.uk
Email: InformationComplianceUnit@humberside.pnn.police.uk

File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

Humberside Police – Freedom of Information Complaints Review Procedure

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.

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

2

Chief Constable T.S. Hollis QPM *Deputy Chief Constable* D.J.Griffin MA
Assistant Chief Constable (Operations Support) J .P. Crosse MA (Oxon), FCIIPD, MCMi *Assistant Chief Constable (Operations)* A. Leaver
Assistant Chief Officer (Support) P.S. Goatley BA (Hons), CPFA

Web site: www.humberside.police.uk
Email: InformationComplianceUnit@humberside.pnn.police.uk

Priory Road
Hull HU5 5SF

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 three months of receiving your complaint. Upon completion we will send you the findings.

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).

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 578313 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

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