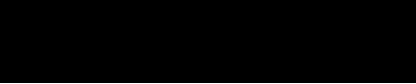


9 September 2026

Riccardo Gresta



Please quote reference DPR2026/00111 when contacting us about this access to information request.

If telephoning, please contact: 0330 403 4702

Email address: inforights@lgo.org.uk

Dear Riccardo Gresta

INFORMATION REQUEST - REFERENCE DPR2026/00111

We are writing about your request for information which was received on 10 August 2026.

Your request was considered under the UK General Data Protection Regulation ("UKGDPR") and the Data Protection Act 2018 ("DPA").

Your request

I am submitting this request under the Freedom of Information Act 2000 and the UK GDPR / Data Protection Act 2018 (Subject Access Request) in relation to the complaint I sent to the Local Government Ombudsman on 08 May 2022, concerning East Sussex County Council (ESCC) and my Blue Badge application (reference 6050735).

Despite having contacted the LGO on that date, I never received any acknowledgement, reference number, or outcome from your office. However, subsequent documentation obtained between 2022 and 2026 through multiple SAR/FOIA requests to ESCC and other authorities indicates that ESCC may have provided information or representations to third parties during that period which could have influenced, limited, or prevented Ombudsman involvement.

In light of this, I respectfully request full disclosure of all information held by the LGO relating to my complaint.

1. Documents and Records Requested

Please provide all information held by the LGO, including but not limited to:

1.1. Complaint Handling Records

[REDACTED]

1.2. Communications with ESCC

[REDACTED]

1.3. Internal LGO Documentation

[REDACTED]

1.4. Records of Non-Intervention

[REDACTED]

Further details provided

On 10 August 2026, you provided the following information to assist with our search:

In order to allow you to carry out the search of your case-management system, I confirm the following details relating to my original complaint submitted on 08 May 2022:

Email address used: [REDACTED]

Postal address used at the time: [REDACTED]

[REDACTED] United Kingdom

Our response

To respond to your request, we carried out a search within our case management system using the details you provided.

Surname: Gresta

Email address: [gresta.\[REDACTED\]@](mailto:gresta.[REDACTED]@[REDACTED])[REDACTED]

Postcode: BN21 3DN

Our search did not produce any results; this means we do not have any complaints registered in your name and we do not hold your personal data within our case management system.

Privacy notice

As well as providing copies of your personal data, Article 15(1) of the UKGDPR requires us to provide you with a range of information about your personal data. This is contained in our privacy notice. If you have not received one before, you can find this on our website [here](#):

[Privacy - Local Government and Social Care Ombudsman](#)

What happens next

This information has been provided under the legislation quoted above and if you are unhappy with how I have dealt with your request, you can seek a review through our internal complaint's procedure. You need to do this within two months of the date of this response and the information to do this is below.

You can also ask the Information Commissioner to ensure we have responded properly to your request, but you must go through our internal complaint process first. You can find details of the Information Commissioner's role on the website www.ico.org.uk

We will dispose of your complaint casework file according to our normal casework records retention and disposal policy, which you can find on our website at:

[Health and safety, and Information management - Local Government and Social Care Ombudsman](#)

This is typically 12 months from the last substantive action on your case.

If you decide to appeal to the Information Commissioner about your information request, please let us know. We will then keep your file until they conclude their investigation of your case.

If you disagree with the content of the information released or how it may have been used in your complaint, then you have two options. If your case is still being investigated, you should contact the person dealing with this.

If your case is closed, you need to follow the post decision review process described on our website at:

<https://www.lgo.org.uk/information-centre/staff-guidance>

Yours sincerely

Lydia Barrow

Information Governance Team

How to complain about our handling of your request for information

What can you do if you want to complain?

1. If you are unhappy with the way we have responded to your request for information under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the UK General Data Protection Regulation or the Data Protection Act 2018, or if you think we are not complying with our Publication Scheme, you should email inforights@lgo.org.uk, or write to:

Executive Assistant
Local Government and Social Care Ombudsman's office
PO Box 4771
Coventry
CV4 0EH

If you want to complain about the way we responded to your request for information, you need to do this within two months of the date of the response we issued to you.

2. All complaints about access to information will be directed to a senior manager. Complaints about our Publication Scheme will be dealt with by the Head of Policy and Communications.

How long will it take?

3. We will acknowledge written complaints within five working days. We will aim to provide a full response to you about your complaint within 20 working days of receiving it. If, for some special reason, we cannot reply within that time, we will let you know and explain why.

Additional help

4. Please let us know if you have difficulty using our service, for example, if you have a disability or if English is not your first language.

What happens if we agree with your complaint?

5. If we find that we have not responded properly to your request, we will apologise and reconsider the request you made.
6. If we find we should not have withheld information you asked for, we will tell you how soon we will disclose the information to you.

What happens if we do not agree with your complaint?

7. We will confirm our previous decision and explain to you why we are not going to meet your request. If you are still not satisfied, you can apply to the Information Commissioner. You can contact them via their website:

www.ico.org.uk