

Children's Services

East Sussex County Council

County Hall St Anne's Crescent Lewes East Sussex BN7 1UE www.eastsussex.gov.uk

csdfeedback-icw@eastsussex.gov.uk

Notice of unreasonable conduct concerning CMPT22026/38934

2026-08-27

Dear Ms Marriott, Carolyn Fair (Director of Children's Services)

Thank you for your letter dated 24 August 2026.

Please clarify the status of my new 2026 complaint, reference CMPT22026/38934.

Your letter refers to the Local Government and Social Care Ombudsman's January 2025 decision concerning matters said to have occurred more than ten years ago. That decision predates, and cannot constitute a decision upon, my new complaint concerning events and complaint handling in 2026. I am concerned that by not communicating with us in the way I have described, this is placing an unreasonable demand on our services and is negatively affecting our ability to provide fair and proportionate services to other families. You are aware I run websites for explicit help where their children have been abducted. While it is important that we communicate with families, when staff are responding to extensive emails or concerns that are not relevant to the department it is ultimately taking them away from the children they are working with. I need to warn you that this behaviour is not acceptable and we will not tolerate the abuse of our staff. We will treat our customers and service users with courtesy and respect, the same is expected in return. Your emailed letter suggests and routes my complaint as feedback therefore you are misrouting my complaint to csdfeedback-icw@eastsussex.gov.uk your response will therefore not trigger a complaint and is unlawful unreasonable and a dereliction of your duties.

My reference to unlawfulness and dereliction of duty concerns the removal or placement of Emily more than 50 miles from her family and her resulting disconnection from her parents, relatives, siblings and biological family relationships. If the Council arranged, approved or maintained that placement, please identify how it complied with sections 22C and 34 of the Children Act 1989, as amended, and regulation 11 of the Care Planning, Placement and Case Review (England) Regulations 2010, including the required placement decision, approval, family consultation, care plan, contact arrangements and assessment of whether the placement allowed Emily to live near her home. Emily is disconnected from her parents, relatives and biological blood family relationships, and the Council has failed for approximately 19 years to provide an accurate and verifiable account of her location.

Please provide a complete chronological placement history for Emily, including every recorded address or placement area, admission and discharge date, responsible local authority, placement provider, social worker, reviewing officer and authorising decision-maker. If any information cannot lawfully be disclosed, identify the specific statutory restriction relied upon and provide all information that can be disclosed, together with confirmation of whether the withheld location has been independently verified.

The Ombudsman normally expects a complainant to complete the Council's complaint procedure before approaching it. That requires the complaint to be properly recorded, acknowledged and considered at Stage 1, followed—where the complainant remains dissatisfied—by access to Stage 2 and a final response explaining Ombudsman rights.

Please consider this letter a formal warning under my Unreasonable Behaviour Policy. Should you continue to exhibit persistently unreasonable behaviour toward me or my services, including misrouting my complaint, failing to answer focused procedural questions or making unsupported demands concerning my independently owned electronic services, I may formally restrict your contact with and access to those services. This is separate from any restriction the Council purports to impose under its own policy. Please confirm:

1. Whether CMPT22026/38934 was formally logged and accepted as a complaint.
2. Its recorded date and the service responsible for handling it.
3. Whether a Stage 1 investigation has occurred.
4. The date and location of the Stage 1 response, if one exists.
5. If no Stage 1 response exists, when it will be provided.
6. If the complaint was refused or closed, the precise reasons, supporting policy provision and date of that decision.
7. How I may request Stage 2 consideration.
8. Whether your unreasonable-customer-behaviour warning is entirely separate from the determination of CMPT22026/38934.
9. Why the January 2025 Ombudsman decision has been cited in relation to a complaint concerning new events in 2026.
10. Whether the complaint record, correspondence, call records and submitted evidence have been preserved.
11. Please identify the exact statute, regulation or published Council policy provision relied upon for the assertion that I was not permitted to record the call, prepare a transcript or provide that transcript privately as evidence. I have reviewed the published Unreasonable Customer Behaviour, Social Media and Complaint Handling policies and have found no blanket prohibition on recording or privately submitting transcripts. Please distinguish private evidential disclosure from public online publication and identify the specific material alleged to breach any applicable rule.

For clarity, I am not asking Children's Services to determine technical responsibility for the water network. I am asking for a proper complaint decision concerning the Council's recording, assessment, handling and referral of information presented as a safeguarding concern.

You have no right to demand anything of my electronic services. You have no authority to make demands concerning my independently owned websites, electronic services, computerised case-management platform or work-management systems. Those systems are privately owned and controlled by me. If you contend that the Council has any legal authority over them, please identify the exact statutory or other legal basis relied upon.

Please be aware that the conduct identified in this letter may also form the basis of a separate complaint concerning your conduct as an employee of East Sussex County Council. I reserve the right to request its formal referral to your line manager, the Director of Children's Services, Human Resources or any other officer responsible for employee conduct and disciplinary matters.

Please treat this as a focused request for procedural clarification and access to the Council's published complaint process. Please consider this letter a formal warning that should you exhibit similar persistently unreasonable behaviour towards me or my group, we will consider formally limiting your contact with me and my group. We will consider formally limiting your contact with our warning is issued under my **Unreasonable Behaviour Policy**, available at: https://www.martinnewbold.co.uk/Unreasonable_Behaviour_Policy.php a copy of which can be found on our website: Unreasonable Customer Behaviour Policy, I expect you to act in line with the Childrens Act, below, as amended and Modern Slavery statements of East Sussex.

- **Children Act 1989**

<https://www.legislation.gov.uk/ukpga/1989/41/contents>

- **Children Act 2004**

<https://www.legislation.gov.uk/ukpga/2004/31/contents>

Protection from Harassment Act 1997

<https://www.legislation.gov.uk/ukpga/1997/40/contents>

As this has been duly served please pass this matter to Carolyn Fair.

Yours Sincerely



www.martinnewbold.co.uk



www.thestealingfamily.co.uk



stealingfamily.world

For the record: I have contacted 640 MPs regarding my missing daughter, Emily, and I have received a reply from each MP. This matter is now also part of my complaint to the Department for Education. Approximately 640 MPs were contacted regarding a safeguarding concern relating to Emily Newbold and wider child traceability issues. This generated approximately 3,200 email responses, acknowledgements, referrals, constituency notices and office replies. None of those responses addressed the core safeguarding question or provided confirmation of Emily Newbold's location, safeguarding status, education status, NHS status, or traceability through public systems.

Previous Communication Evidence.

1. https://www.stealingfamily.world/mailout/mail_mps.php
2. https://www.stealingfamily.world/mailout/mail_mps_missing_emily.php
3. https://www.stealingfamily.world/mailout/mail_mps_shadowban_video.php

4. https://www.stealingofamily.world/mailout/mail_mps_missing_emily_please_contact%20DFE.php
5. https://www.stealingofamily.world/mailout/mail_parliamentary_mp_safeguarding_epstein_bbc.php
6. https://www.stealingofamily.world/mailout/mail_surrey_police_non_safe_guarding_of_mps.php
7. https://www.stealingofamily.world/mailout/mail_640_mps_regarding_statements_inability_to_help.php
8. 2026-07-28
https://www.stealingofamily.world/mailout/mail_640_mps_regarding_GDPR.php
9. https://www.stealingofamily.world/mailout/mail_640_Member_of_parliament_referral_to_parliamentary_standards.php
10. https://www.stealingofamily.world/mailout/mail_mps_bbc_video_and_parliament_video2.php

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