

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 14 December 2016 13:17
To: 'complaintsandinformation'
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Will the internal meeting have minutes taken? As i have asked for minutes to be taken?

And I do understand about the issues of complaint but surely i should be able to get an update as to weather anything is being done in regards to moving my son out of this situation. How can Enfield Council leave it like this with nothing being done knowing someone is living in a situation he should not be and no one from Enfield Council has said if anything is being done?

Regards

Lorraine

-----Original Message-----

From: complaintsandinformation [mailto:complaintsandinformation@enfield.gov.uk]
Sent: 14 December 2016 11:31
To: Lorraine Cordell; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive; Sally McTernan; alev.cazimoglu@parliament.uk
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine,

At this point in the complaints process, it is an internal meeting for Council Staff to promote a co-ordinated approach between different teams to your complaint.

I cannot comment further on your complaint at the moment but I have asked for your Subject Access Request to be processed as soon as possible.

I am sorry the complaint will take a little longer than usual, but we would appreciate your continued patience while we investigate.

Kind regards,

Daniel Ellis
Complaints & Access to Information Officer
Complaints & Access to Information Team

Phone: 020 8379 2808
Email: daniel.ellis@enfield.gov.uk
Website: www.enfield.gov.uk

-----Original Message-----

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 14 December 2016 11:20
To: Daniel Ellis <Daniel.Ellis@enfield.gov.uk>; complaintsandinformation <complaintsandinformation@enfield.gov.uk>; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive <Chief.Executive@enfield.gov.uk>; Sally McTernan <Sally.McTernan@enfield.gov.uk>; alev.cazimoglu@parliament.uk
Subject: FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Is there any update to the below email as from what you updated me with the meeting is due to take place tomorrow and I would like a reply to know if I will be invited to this meeting seeing as you will be talking about my son?.

If I am not allowed to go to this meeting I would like full minutes taken so when I get the subject access request I will know what has been said.

No one has also yet even spoken to me or my son the only thing you have is all the letters, emails and calls that have been made. So how in this meeting are the people going to a full understanding as since 2014 no reports have ever been taken from my son as to what has been on going and how he is suffering?.

I also still have not heard anything from the person dealing with the subject access request and would like an update.

And I would like to know if anything is being done to move my son out of the situation he has been left in since 2014? As I think at this point this is the most important part to get my son moved somewhere else where he will not have to suffer any longer and hopefully this will help his health.

It does seem Enfield Council is more worried over the formal complaints then removing the situation my son has been left in. which as said it is affecting his health. I can not understand why nothing is being done and more time is being asked for yet no updates given to the situation my son is being left in. Or is it the case nothing is going to be done to move my son and he is just going to be left where he is to suffer even more?

I would be most grateful for an update.

Regards

Lorraine

-----Original Message-----

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]

Sent: 13 December 2016 13:16

To: 'complaintsandinformation'

Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Thank you for the update but why has this taken so long to arrange? if you knew the senior Manager within the Housing Neighbourhood Team was going to be needed to address this then why was this not already started?

My son is being left in a situation he should not be with no update as to if the housing is doing anything at all to address moving him. I think my son has already suffered enough which has caused his health to go downhill and this can not be allowed to go on any longer.

Will I also be invited to go to this meeting to see what is being said about my son and what will be done after all this meeting is about my son so feel someone with my son's interest should be there. As so far it seems everything is being blamed on my son when my son has done nothing wrong.

I do know there are issues that do need to be addressed but leaving my son in a place he does not feel safe in and has suffered since 2014 is not acceptable.

Also I still have not heard anything from the people that are meant to be dealing with the subject access request. I am not sure if a payment will be needed to process this or if not, if the data has started to be processed so I will get all data. Could you please update to this?

Regards

Lorraine Cordell

-----Original Message-----

From: complaintsandinformation

[mailto:complaintsandinformation@enfield.gov.uk]

Sent: 13 December 2016 11:32

To: joan@joanryan.org.uk; lorraine32@blueyonder.co.uk; joan.ryan.mp@parliament.uk;

Chief Executive; Sarah Fletcher

Cc: Lemmy Nwabuisi; Sally McTernan; Ray James

Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine,

Just to keep you updated on your complaint, I wanted to let you know that a senior Manager within the Housing Neighbourhood Team will be meeting with the Community Safety Team later this week to discuss the issues in your complaint.

Those teams will be working closely together after the meeting on Thursday to provide our response.

Due to the complexity of the case, we are likely to need some more time to supply you with the response, although we will try and provide it to you as soon as we can - hopefully before the Christmas break.

If I have any further news for you I will try and let you know.

Kind regards,

Daniel Ellis

Complaints & Access to Information Officer Complaints & Access to Information Team

Phone: 020 8379 2808

Email: daniel.ellis@enfield.gov.uk

Website: www.enfield.gov.uk

-----Original Message-----

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]

Sent: 08 December 2016 10:12

To: Daniel Ellis <Daniel.Ellis@enfield.gov.uk>; Lemmy Nwabuisi

<Lemmy.NWABUISI@enfield.gov.uk>; joan.ryan.mp@parliament.uk; joan@joanryan.org.uk;

Chief Executive <Chief.Executive@enfield.gov.uk>; Ray James

<ray.james@enfield.gov.uk>; Sally McTernan <Sally.McTernan@enfield.gov.uk>; Sarah

Fletcher <Sarah.Fletcher@enfield.gov.uk>; Jackie Gubby <Jackie.Gubby@enfield.gov.uk>

Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done please read attached letter.

Regards

Lorraine Cordell

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