

Formal Complaint

Dear Louise Brown:

I believe you are the person dealing with the complaints put in due to the behaviour of Debbie who lives at number 113 Burncroft Av EN3 7JQ.

My son Simon Cordell is the person who lives at 109 Burncroft Av EN3 7JQ.

Yesterday the 15/10/2015 you attended my son Simon Cordell flat with 2 police officers. Why would you turn up at someone flat with 2 police officers and not even ask or set up a meeting to do this?

Could I please ask why a meeting was not set up to see him, and you just turned up at his flat with the police? I am the person looking after my son and have been in contract with the council and was meant to have been there at the meeting so this was meant to have been arranged not that you just turn up with police. You said you was in the area and had the case file for this so just attended, when was you given the case file for you to address on what date? As I believe it was some time ago, yet we have had not contact from you.

You asked my son what had been going on yet you took no notes or a report of anything my son was saying. How is this addressing the issue when you did not even take notes at what was meant to be called a meeting, may I ask what was the point of this meeting?

You did not want to look at any of the videos that my son had recorded re what had been going on and what Debbie had been doing.

You did not want to look at any of the evidence my son had, the letters Debbie was putting in my son's door in one letter she even put £20 in there which was posted back in her door as my son did not want her money, the videos my son had recorded, nothing so how are you doing your job.

You did not want to hear about the attack on my son, when Debbie was at the bins and my son walked behind her to the main door and when she turned around and saw my son she started screaming and attacking my son.

You said to my son Debbie had not been in her address for the last 2 weeks that she had been in a hotel. And asked my son if he knew this how is my son meant to know this?

I think you told him this because he said the things had been better the last few weeks, but there were still problems. Which if you had looked at the Videos you would have seen things from the last 2 weeks, but you did not do this did you.

When you left you made my son give his word he would not hurt Debbie, like Debbie is the victim here and not my son. My son has never hurt Debbie so why would you make him give his word he would not hurt her?

Debbie is the person who attacked my son not the other way round here? Which was reported?

You have given Debbie support moved her to a hotel like she is the victim, yet failed to support my son in any way here, yet he is the victim of what Debbie is doing.

Not took a report not ask anyone what has been going on, as there is witness as to what Debbie is doing.

My son's friends and I have heard what is going on and what Debbie is doing.

I even went up to Debbie's door to try and speak with her, she asked who was at the door and I said I was Simon mum and would like to speak to her to try and sort the issue out what was

going on, that if we spoke maybe we could sort this out, she just started shouting so many things at me and sounded drunk, I left and went down to my son flat and said she would not speak to me, I was there around 3 hours after that and Debbie did not bang once or doing anything, yet the 2 hours I was there before going up to her flat to speak to her the banging was ongoing and was making my son so upset we could not do the work I was there for that is why I went up to speak to her.

I believe my son has been to her door 2 times and ask her to stop well he begged her to stop She just started shouting and then called the police, one of these times my son friend Katie was there, and heard what Debbie was doing and spoke to the police when they came to my son door.

Katie goes to my son's flat a lot along with a friend called Nash and a few other people each of these people have heard what Debbie is doing.

Debbie has been to my son's door more then once when Katie has been at my son's flat offering my son cans of alcohol which my son refused as he does not drink, and asking my son for money and other things.

So please don't make this out as if it is my son that is causing the problem here as that is how you made him feel yesterday.

We are the ones who put the reports in from around a year ago yet you have done nothing to support my son the 1st time you even went to see him was the 15/10/15 yet you been out to see Debbie, and seem to have given her support. Yet each time I told the council how ill this is making my son, where is his support?

Am I of the understand you said to my son that you believe Debbie has feelings for my son and this is the reason you believe Debbie is acting the way in which she is. My son has never acted in a way to make Debbie think my son had any interest in her, he has only every helped his neighbours, which is the type of person my son is. Has Debbie said she has feeling for my son? And as Debbie has already attacked my son unprovoked is he in any harm from a next attack?

This is making my son ill, but you don't care about how ill this is making my son do you or you would have addressed the issue when contact was made with the council about this issue.

You have said you are moving Debbie back in, but what has been done to the so called feelings you think Debbie has got for my son have they just gone away?

We know Debbie has mental heath issues and she is an alcoholic, and that she needs help, but I am sorry this is making my son ill and something does need to be done as it has been going on to long now and you have done nothing.

My son has lived in his flat even before Debbie moved there and he has never caused a problem. In fact he has only ever tried to help his neighbours.

I would like to know what has been done to address this and what is being done to help my son. I do not think you have addressed this in the correct manner, and I feel that you feel Debbie needs more support due to her being vulnerable, but have you asked if my son is vulnerable what heath conditions he has nope you have not and I feel it is due to him being a male and Debbie a female, I feel as if you think males cant be vulnerable.

Regards

Lorraine Cordell

Simon Cordell