

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 December 2016 13:30
To: 'joan.ryan.mp@parliament.uk'; 'joan@joanryan.org.uk'; 'alev.cazimoglu@parliament.uk'
Subject: FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Joan

Your Ref: (Case Ref: JR5802)

I am forwarding this email to you as i got a reply today from Enfield Council from Daniel Ellis, Complaints & Access to Information Officer Complaints & Access to Information Team.

As you will see I have made a reply to his email with some things i wanted updated on I have not had a reply to my email to him yet.

I feel that Enfield Council has had long enough to address some of the thing why would it take this long to arrange a meeting and only just start to discuss the issues in all the formal complaint letters that have been sent.

My son is being let in a situation that is affecting his heath due to what is going on and it seems once again he is just getting left with nothing being done and they have only just started to discuss this.

Could you please try and help in this matter as the longer this is just being left by Enfield Council the more my Son heath is suffering. I have forwarded you all the formal complaint letters via email that have been sent to Enfield Council.

If you could reply to this I would be most grateful

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 heath 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 issue 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

Classification: OFFICIAL

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