

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 04 March 2019 13:21  
**To:** 'Chief Executive'  
**Subject:** RE: Complaint [SEC=OFFICIAL]

Dear Heather Littler

Thank you for the below reply, but I fear just passing a copy of my correspondence will do very little, as I have been waiting for a reply just from one complaint since I believe the 05/12/2019, and there are multiple emails and letters going back to 2018 and the start of 2019 I have yet to have a reply from, also the SAR I put in on 25/11/2018 is still on going with really only data from 1997 included within a few documents I did get which I am writing emails for updates and getting no replies.

So you can see things are for some reason things are not being dealt with, Also I get no correspondence asking for more time, I write more emails to ask for an update but yet no replies so I think you can see that issues are not being dealt with in the correct way, and this has been like this for years not a few months, it is like I am wasting my time sitting and writing anything as it seem Enfield Council are not addressing anything I have asked.

This is why I have asked the Chief Executive's Unit to get involved as I feel I am getting no where, and that should not be the case I should a least get a reply. There are multiple issues and it seems where my son is involved Enfield Council just pushes it under the table.

As it seems you have just pushed this to the same teams that are not doing there job and have not done there job for some time, is there anyone else in Enfield Council I can take this to that is higher as it seems no one wants to do anything within Enfield Council, I also do feel that departments within Enfield Council have deleted multiple of my correspondence from Enfield Council systems so it looks like I am doing nothing, when in fact I am. Multiple beaches in data can also be proven regarding the sharing of my son's data, and multiple other beaches. I have been told to ask under what jurisdiction within law; Enfield Council is using to share data, and what security is being taken by Enfield Council when passing information over to other bodies within, yet I have had no reply to this also along with multiple other questions I have asked.

I would like to know if anyone at Enfield Council is going to take anything serious?

Regards

Lorraine Cordell

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**From:** Chief Executive [<mailto:Chief.Executive@enfield.gov.uk>]  
**Sent:** 04 March 2019 12:11  
**To:** Lorraine Cordell  
**Cc:** complaintsandinformation; Andrea Clemons  
**Subject:** RE: Complaint [SEC=OFFICIAL]