

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 07 February 2019 11:17  
**To:** complaintsandinformation  
**Subject:** Re: CRM COM 9005

To Who it may concern

I am writing this email to see if there is any update regarding the complaint submitted on the 05/12/2018, I am yet to get a reply or an update asking for more time to deal with the complaint I last wrote in January asking for an update and have yet had a reply. At this stage I would say the 20 days you have to reply have ended and I have heard nothing. Could you also please confirm the stage of the complain is it stage 1,2 or 3.

Regards

Lorraine Cordell

Sent from my iPhone

> On 7 Dec 2018, at 11:33, complaintsandinformation <complaintsandinformation@enfield.gov.uk> wrote:  
>  
> CRM COM 9005