

Classification: OFFICIAL

Dear Ms Cordell

Thank you for your email addressed to the Chief Executive. I am writing in acknowledgement and to advise you that a copy of your correspondence has been passed to the Complaints and Access to Information Team. A response will be sent to you direct on the issues raised.

Regards

**Heather Littler**  
**Senior Admin Officer**  
**Chief Executive's Unit**  
**London Borough of Enfield**  
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"Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities"

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**From:** Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
**Sent:** 03 March 2019 15:29  
**To:** Chief Executive <[Chief.Executive@enfield.gov.uk](mailto:Chief.Executive@enfield.gov.uk)>  
**Subject:** RE: Complaint

To Whom It May Concern:

I am writing this email as I feel it is the only option I have left, I have written emails and complaints and I just do not get a reply to them, I have had to CC you into some of them in order to try and get a reply some I do get a reply when I CC you into emails but most of the time I get nothing.

I do not feel it is correct have to do this and as far as I know when you are CC into emails I am sure you should over see it and make sure things are getting addressed but it seems like this is failing now and I would like to know the reason why it is failing so badly.

I do know there is a pending court case for my son which Enfield Council has submitted to the court, but I do not feel that is a reason why emails / letters / complaints are not followed up,

from my understanding when a complaint is submitted you are on a time limited in order to make a reply yet even complaints are failing to deal or address complaint in a timely manner, I do not just write emails and letters for the fun of things I write them in order to get answer to what I am asking.

I am sorry for the way in which I have had to word this email but this is not just one letter / complaint / email which has gone un-replied to this has been ongoing now for years.

the way in which my son has been treated is a disgrace by Enfield Council, not once in all these years has anyone from Enfield Council come t see my son and as his side to anything or look at all the data my son has got which will prove he has not done all the things that is being said.

It seems all Enfield Council wants to do is court case after court case, and mislead the courts as that has been done many times regarding my son, and when the court orders something Enfield Council fails to do that as well.

This is becoming more and more serious regarding the failing towards my son and I feel it has gone far enough and therefore I would like you to address these failing.

Regards