

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 01 December 2016 16:12
To: 'Daniel Ellis'
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Thank you for the reply the number you can contact me on is 07807 333545

Regards

Lorraine

From: Daniel Ellis [mailto:Daniel.Ellis@enfield.gov.uk]
Sent: 01 December 2016 11:21
To: lorraine32@blueyonder.co.uk
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Lorraine,

Thanks for the email. I will see what I can do to try and speed things up if possible.

Can you please confirm what number would be best to ring you on? Thanks,

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

From: complaintsandinformation
Sent: 01 December 2016 11:10
To: Daniel Ellis <Daniel.Ellis@enfield.gov.uk>
Subject: FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 30 November 2016 15:54
To: complaintsandinformation
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel Ellis

Thank you for the update email and the deadline date for my reply to the complaint.

But as you can see my son needs moving from his address as soon as possible due to the problems, his housing officer has said she will not help in doing this that he has to sign up to housing moves which can take years to be able to get a move, yet said that before she knew all the facts and would not speak to me to hear all the facts as to what has been going on. She does not even know he was under the early intervention team for how this has all had such a large impact on his health they are willing to help with this with the council to get him