

Lorraine Cordell

From: Lorraine Cordell [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 health to go downhill and this cannot 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 issues 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