

Lorraine Cordell

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 14 December 2016 13:17
To: 'complaintsandinformation'
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Will the internal meeting have minutes taken? As I have asked for minutes to be taken?

And I do understand about the issues of complaint but surely, I should be able to get an update as to whether anything is being done in regards to moving my son out of this situation. How can Enfield Council leave it like this with nothing being done knowing someone is living in a situation he should not be and no one from Enfield Council has said if anything is being done?

Regards

Lorraine

----- Original Message -----

From: complaintsandinformation [mailto:complaintsandinformation@enfield.gov.uk]
Sent: 14 December 2016 11:31
To: Lorraine Cordell; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive; Sally McTernan; alev.cazimoglu@parliament.uk
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL Dear
Lorraine,

At this point in the complaints process, it is an internal meeting for Council Staff to promote a co-ordinated approach between different teams to your complaint.

I cannot comment further on your complaint at the moment but I have asked for your Subject Access Request to be processed as soon as possible.

I am sorry the complaint will take a little longer than usual, but we would appreciate your continued patience while we investigate.

Kind regards,

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

----- Original Message -----

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 14 December 2016 11:20
To: Daniel Ellis <Daniel.Ellis@enfield.gov.uk>; complaintsandinformation <complaintsandinformation@enfield.gov.uk>; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive <Chief.Executive@enfield.gov.uk>; Sally McTernan <Sally.McTernan@enfield.gov.uk>; alev.cazimoglu@parliament.uk
Subject: FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Is there any update to the below email as from what you updated me with the meeting is due to take place tomorrow and I would like a reply to know if I will be invited to this meeting seeing as you will be talking about my son?

If I am not allowed to go to this meeting, I would like full minutes taken so when I get the subject access request, I will know what has been said.