

I do not understand why I will need to wait longer for my request when it was not down to me as to the delay.

Regards

Lorraine Cordell

From: Dionne Grant [<mailto:Dionne.Grant@enfield.gov.uk>]
Sent: 13 January 2017 18:48
To: Lorraine Cordell
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Thank you for your further email Ms Cordell.

We cannot progress a subject access request without first verifying the identity of a requestor so the response timescale does not start until we receive all necessary documentation which includes proof of ID.

I understand that you would urgently like to receive the information and we will provide this to you as soon as possible. When Concetta returns, I will be requesting a specific update on your case to check progress on matters and get a better understanding of the timescale for your response so please be assured this will be looked into further and we will come back to you shortly.

Kind regards

Dionne Grant
Statutory Complaints Manager - Gateway Services
Finance, Resources and Customer Services
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THINK BEFORE YOU PRINT

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 13 January 2017 14:00
To: Dionne Grant
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

Thank you for the reply, as this request was put in on the 24/11/2016 you are 10 days overdue and I do need this data as soon as possible so if this can be done i would be most grateful.

Regards