From: complaintsandinformation [complaintsandinformation@enfield.gov.uk]
Sent: 07 December 2018 11:34
To: lorraine32@blueyonder.co.uk
Subject: Re: CRM COM 9005
Dear Sir/Madam

RE: CRM COM 9005

Thank you for your complaint email, received on 6 December 2018.

We have registered your complaint under reference number CRM COM 9005 and have passed matters on for the relevant manager to address. In line with our corporate complaints procedure, we will respond as soon as possible and aim to give you a full response, or discuss matters with you directly, within a maximum of 20 working days.

Should you require further details, here is a link to information about the corporate complaints policy: https://new.enfield.gov.uk/contact-us/are-you-unhappy-with-something/enfield-council-information-complaints-policy.pdf

In the meantime, do let us know if you have any queries regarding your complaint.

Yours sincerely

Seun Ogunsan
Complaints & Access to Information Coordinator
Complaints & Access to Information Team
London Borough of Enfield
Phone: 020 8379 5750
Email: Seun.Ogunsan@enfield.gov.uk
Website: www.enfield.gov.uk

Follow us on Facebook Twitter http://www.enfield.gov.uk

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.