

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 07 December 2018 12:37  
**To:** 'PERICLIS, Tracey (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)'  
**Subject:** RE: Private & Confidential : Trust Response  
Dear Tracy Periclis

Thank you for the update email.

Regards

Lorraine Cordell

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**From:** PERICLIS, Tracey (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) [mailto:tracey.periclis@nhs.net]  
**Sent:** 07 December 2018 12:29  
**To:** Lorraine Cordell  
**Subject:** RE: Private & Confidential : Trust Response

Dear Mrs Cordell

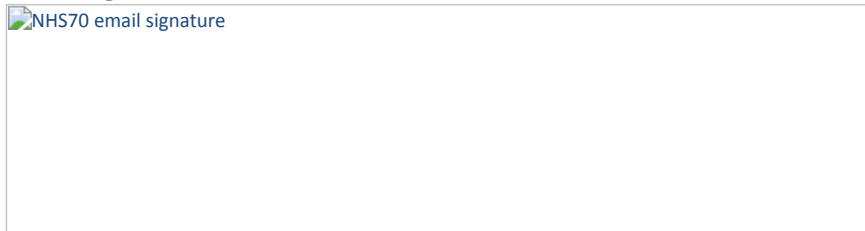
Thank you for your email of 5<sup>th</sup> December 2018.

I am unable to confirm receipt of your email of 28<sup>th</sup> November into the chief executive inbox as no documentation appears to have been received.

I have now forwarded your attachments with your 5<sup>th</sup> December email to our Patient Experience Team to follow up on and will bring this also to the attention of the CEO, Jinjer Kandola.

Yours sincerely

Tracy Periclis  
Executive Assistant to Chairman, Mark Lam  
Executive Assistant to Chief Executive, Jinjer Kandola  
Barnet, Enfield & Haringey MH NHS Trust  
Trust HQ, Orchard House  
St Ann's Hospital  
St Ann's Road  
London  
N15 3TH  
Tel: 020 8 702 6000  
[Tracey.periclis@nhs.net](mailto:Tracey.periclis@nhs.net)  
Line Manager: Katia Louka, Trust Secretary  
Tel: 020 8 702 3035  
[Katia.louka@nhs.net](mailto:Katia.louka@nhs.net)

NHS70 email signature

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 05 December 2018 13:15  
**To:** PERICLIS, Tracey (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)  
**Subject:** FW: Private & Confidential : Trust Response

Dear Jinjer Kandola

I have heard nothing back from the email I sent on the 28/11/2018 and was wondering if you got the new complaint and was dealing with it. please see attached,

Regards

Lorraine Cordell

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 28 November 2018 18:36  
**To:** 'PERICLIS, Tracey (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)'; 'Alev Cazimoglu'  
**Subject:** RE: Private & Confidential : Trust Response

Dear Jinjer Kandola

Please see my reply to the Trust Response regarding Mr. Cordell's information, included in the reply is a new complaint dated 28/11/2018 as it

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